



# CAPER

## Consolidated Annual Performance & Evaluation Report

July 1, 2013 – June 30, 2014



Community Development & Housing



**July 1, 2013 – June 30, 2014 CAPER**

**Consolidated Annual Performance & Evaluation Report**

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Judy Mendenhall, Ward 3  
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## INDEX

I. Executive Summary	4
II. Sources of Funding	4
III. Summary of Funding	6
IV. General Narratives	8
A. Assessment of 3-5-year Goals & Objectives	8
B. General Program Administration	13
C. Local Monitoring and Compliance	13
D. Affirmatively Furthering Fair Housing	16
V. Affordable Housing	25
A. Compliance with URA	25
B. PHA Role	25
C. CHDOs	26
D. Emergency Repair	27
E. Homebuyer Assistance	29
F. Homebuyer Education/IDA	30
G. Infill Housing	33
H. Lead Hazard Control	34
I. Section 108 Loan/LIHTC	36
J. NSP/Lease-Purchase Program	37
K. Construction Training Program	38
VI. Community & Neighborhood Development Division	39
A. Community Capacity-Building Delivery	40
B. Citizens' Advisory Council	40
C. Partners Ending Homelessness	42
D. Public Service Grants	43
E. Neighborhood Associations	56
F. Continuum of Care Permanent Supportive Housing	63
G. Volunteer Income Tax Assistance	64
H. ODM	64
I. Harmony House	64

## **APPENDICES**

1. HOME Match Report
2. Section 3 Summary Reports
3. Contract & Subcontract Activity Report
4. MBWF Report
5. Copy of the Public Review Ad
6. Census Analysis/Demographic Information
7. Affirmative Marketing Policy

**FY 2013 – 2014**

**CONSOLIDATED ANNUAL ACTION PERFORMANCE & EVALUATION REPORT**

**I. Executive Summary**

The Consolidated Annual Performance & Evaluation Report (CAPER), required by the U. S. Department of Housing and Urban Development (HUD) serves as a report card for the City of High Point's Community Development and Housing Program. This extensive annual report summarizes and evaluates activities for the past fiscal year funded through the following federal grants:

- CDBG (Community Development Block Grant)
- HOME Investment Partnership Program
- Lead Hazard Control Program
- Neighborhood Stabilization Program
- HUD Section 108 Program
- Shelter Plus Care/Continuum of Care Program
- Volunteer Income Tax Assistance (VITA)

Each year the Community Development & Housing Department (CDHD) is required by HUD to submit an Annual Action Plan outlining proposed use of anticipated funds awarded to the City in the upcoming year, setting goals and performance measures. This CAPER is based on the 2013-2014 Annual Action Plan and reviews accomplishments, evaluates performance and reports on activities undertaken by the City of High Point for fiscal year 2013-2014, July 1, 2013 – June 30, 2014.

**II. Sources of Funding**

The City of High Point has been an entitlement City<sup>1</sup> for forty years, receiving its Community Development Block Grant (CDBG) funds directly from HUD. The legislation authorizing the federal government's disbursement of these funds is Title 1 of the Housing and Community Development Act of 1974 as amended. The primary goal of this law is the development of viable urban communities. Program objectives include provision of decent housing, suitable living environments, and expanded opportunities primarily for low-to-moderate income (LMI) individuals and families. 100% of both HOME-and CDBG-funded programs benefitted low-to-moderate-income residents of High Point. Projects and activities funded with CDBG funds must meet at least one of the three broad National Objectives; all CDBG-funded projects and activities implemented met one of the national objectives:

- Benefit Low-to-Moderate Income persons (LMI)
- Aid in prevention/elimination of slums/blight
- Meet community development needs which have a particular urgency

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<sup>1</sup> After setting aside funds for special purposes such as technical assistance, projects specified by Congress, and the Indian CDBG program, the annual appropriation for CDBG formula funding is split so that 70 percent is allocated among eligible metropolitan cities and counties (referred to as entitlement communities), and 30 percent among the states to serve non-entitled communities.



The HOME Investment Partnership Program affirms the federal government’s commitment to help provide decent, safe and sanitary affordable housing to LMI citizens. FY 2013-2014 was the ninth year that High Point received its HOME allocation as a Participating Jurisdiction<sup>2</sup> or PJ. HOME funds require a 25% local match, unlike CDBG funds which are match-free.<sup>3</sup> HOME funds are allocated by formula: they must be committed within two years and spent within five years or they revert to HUD. The HOME program was created under the auspices of the National Affordable Housing Act of 1990, providing funding and guidelines to assist in developing affordable housing strategies addressing local housing needs. The program is designed to increase the supply and availability of affordable housing and build public/private partnerships between state and local governments, and affordable housing providers. HOME projects and activities reported in this CAPER meet one of the two HOME National Objectives:

- To expand the supply of decent, safe, sanitary and affordable housing
- To strengthen public/private partnerships

HUD is required by law to set income limits in determining eligibility of applicants for HUD-assisted housing projects. The income guidelines provided to High Point reflect incomes for the Greensboro-High Point metropolitan Statistical Area (MSA). The table below illustrates 2014 income limits with breakdowns by family size and income categories for High Point. These guidelines form the basis of eligibility criteria for the City’s CDBG and HOME-funded projects. According to the 2013-2014 Consolidated Plan, High Point families with incomes at or below 30% of the area median income are at the greatest risk for housing problems. These families also have the greatest risk of exposure to lead-based paint hazards. The City’s CDBG and HOME programs target families that have household incomes equal to less than 80% of the area median income.

PERSONS IN HOUSEHOLD	EXTREMELY LOW INCOME (30% MEDIAN)	LOW INCOME (80% MEDIAN)	AREA MEDIAN INCOME
1	\$11,600	<b>\$30,900</b>	\$38,600
2	\$13,250	<b>\$35,300</b>	\$44,100
3	\$14,900	<b>\$39,700</b>	\$49,600
4	<b>\$16,550</b>	<b>\$44,100</b>	<b>\$55,100</b>
5	\$17,900	<b>\$47,650</b>	\$59,900
6	\$19,200	<b>\$51,200</b>	\$63,900
7	\$20,550	<b>\$54,700</b>	\$68,300
8	\$21,850	<b>\$58,250</b>	\$72,750

<sup>2</sup> Jurisdictions are designated by HUD to administer a HOME program/be designated a PJ after meeting funding thresholds; notifying HUD of intent to participate, and receiving HUD approval of the Jurisdiction’s Consolidated Plan.

<sup>3</sup> As a result of having a poverty rate in excess of 12.4%, High Point was granted a 50% match reduction (a 12.5% match instead of a 50% match).

### III. Summary of Funding

As outlined in the 2010-2014 Consolidated Plan, CD&H proposed the design and implementation of various housing and housing assistance strategies including rehabilitation, down-payment assistance for first-time homebuyers, and affordable housing/new construction as well as lead hazard abatement and emergency repairs. Community and Neighborhood Development activities were designed to assist improvement projects; provide public services; help low/moderate-income residents acquire needed information and skills for capacity-building; and to offer housing for the chronically homeless as outlined in the Guilford County Ten-Year Plan to End Homelessness.

Projected per 13-14 Plan	Budget	Actual	Variance
<b>CDBG Program &amp; Prior Year Funds</b>	865,240	849,818	15,422
<b>CDBG Program Income</b>	135,000	128,760	6,240
<b>HOME Program &amp; Prior Year Funds</b>	638,520	272,090	366,430
<b>HOME Program Income</b>	20,000	136,330	-116,330
<b>Consortium HOME PI</b>	50,000	-0-	50,000
<b>City Infill Development Funds</b>	120,000	64,246	55,754
<b>City General Fund (EAC)</b>	67,382	68,961	-1,579
<b>Lead Hazard Control</b>	1,000,000	192,176	807,824
<b>NSP</b>	459,580	70,416*	389,164
<b>LIHTC</b>	1,350,000	1,350,000	750,000
<b>IDA</b>	40,000	-0-**	40,000
<b>Shelter Plus Care</b>	77,352	63,560	13,792
<b>NC HFA Construction Training</b>	130,000	71,778	58,332
<b>VITA</b>	4,000	3,555	445
<b>Harmony House</b>	344,000	81,689	262,311
<b>Open Door Shelter Plus Care***</b>	42,552	42,552	-0-
<b>TOTALS</b>	<b>5,343,736</b>	<b>2,645,931</b>	<b>2,697,805</b>
* Subsequent to appropriation NCDC directed all NSP sub-recipients to return balances as of 12/31/13			
**Grant expired 9/30/13			
***Awarded after the 13-14 AP was completed			

#### HUD Section 108 Loan

The City received approval for an amendment of its Section 108 loan authorization to add public improvements as a CDBG-eligible use for the funds. The City will utilize part of its loan authorization to support development of multi-family housing, i.e., Addington Ridge apartments, that will leverage low-income housing tax credits. Addington Ridge was awarded an allocation of tax credits from the NCHFA in August 2013. The City intends to submit an additional amendment of its Section 108 loan authorization to implement additional projects contingent upon Council approval.

### Neighborhood Revitalization Strategy Area (NRSA)

In the 2007-08 program year the City established an NRSA in the Core City of High Point. According to the CDBG Strategy Area, DEFI and Local Target Area report (IDIS PR84) ) 9,628 LMI persons were assisted by direct benefit activities.

### Leveraging

The City was able to leverage private funding for the creation of two (2) affordable housing units sold to eligible first-time homebuyers, three (3) homes purchased with down-payment assistance and 58 affordable, rental units. A total of \$1,429,000 in federal funds was used to leverage nearly \$6.2 million in private funding sources. The leveraging ratio of FY 2013-14 was 4.33:1. By leveraging funding, the City is able to make the most use of its valuable resources and complete multiple projects.

Address	Source	Activity	Non-Federal	Federal	Ratio
<b>Addington Ridge</b>	Section 108	Development Subsidy	\$5,615,000	\$1,350,000	4.16
<b>220 N. Hoskins</b>	HOME	Development Subsidy	\$93,000	\$25,000	3.72
<b>1613 Graves</b>	HOME	Development Subsidy	\$130,000	\$25,000	5.20
<b>1200 Sternly Way</b>	HOME	DPA	\$117,403	\$5,000	23.48
<b>1403 Cloverdale</b>	HOME	DPA	\$53,300	\$5,000	10.66
<b>2143 Cliffvale</b>	HOME/CDBG	DPA/IDA	\$103,189	\$9,500	10.86
<b>2715 Westgate</b>	HOME/CDBG	DPA/IDA	\$81,176	\$9,500	8.54
TOTALS:			\$6,193,068	\$1,429,000	4.33



## **IV. General Narratives**

### **A. Assessment of Three-to-Five-Year Goals and Objectives**

The City of High Point's 2010-14 Consolidated Plan established a unified, coordinated vision for community development actions for a five year period. Key elements of this consolidated plan are its emphasis on citizen participation and the collaborative nature of the process. High Point uses the input from citizens and community development partners to determine its housing and community development needs, to develop strategies for addressing those needs, and to undertake specific actions consistent with those strategies within the context of scarce resources. CDHD has completed the fourth year of the 2010-14 Consolidated Plan (Conplan) which outlined goals and objectives for the City of High Point.

The City of High Point must successfully balance a diverse array of housing and community development issues. Given the range of competing needs, scarce public resources must be invested wisely. Therefore, as a general principle, the City will attempt to expend public funds in a way that leverages the commitment of private sector support and community partnerships whenever possible.

**Affordable Housing:** Several characteristics of the housing market in High Point directly impact provision of affordable housing. A large percentage of owner-occupied housing belongs to low-income families who do not have the resources to rehabilitate deteriorating conditions. Landlords operating on a narrow profit margin are unlikely to invest substantial amounts of money into property upkeep unless forced to do so by local housing code enforcement. Potential homebuyers also face a lack of decent, affordable housing options. The current economic downturn has further damaged the ability of many families to save money and secure financing. In response to these conditions, through the public participation and consultation process, CD&H Housing priorities and objectives to address the situation are as follows:

#### **1. Increase the supply of safe, sanitary and decent affordable housing:**

**Goal:** To increase the supply of decent, affordable housing opportunities, both single-family and multi-family developments, available for the City's lower-income households through coordination with area CHDOs such as Habitat for Humanity, Unity Builders and Triad Economic Development Corporation.

- Implement Phase I of the Southside Revitalization Plan
- Construction of affordable housing through CHDO activities
- Acquisition/redevelopment of substandard properties to allow new construction of affordable housing units

#### **2. Improve the conditions of existing low-income housing stock**

**Goal:** To support families and individuals who already own their homes but are not able to make repairs necessary for critical upkeep and value retention.

- Provide emergency housing rehabilitation services to LMI homeowners to improve the quality of existing housing stock
- Conduct lead hazard control activities

#### **3. Improve accessibility to affordable housing and increase homeownership opportunities**

**Goal:** To facilitate increased homeownership opportunities for LMI families and individuals in the City of High Point and expand available options through homebuyer education programs and down payment assistance

- Provide assistance to area households for home purchases

**4. Assist the City's homeless populations and those at risk of becoming homeless**

**Goal:** To provide stability and opportunity to High Point's homeless populations through work with non-profit organizations and other public agencies

- Provide permanent housing for homeless people with disabilities

**Goal 1 – Increase Supply of Affordable Housing stock**

Objective	Action	2010-2011	2011-12	2012-13	2013-14	2010-14 Total
<b>Implement Phase I of the Southside Revitalization Plan</b>	Phase I will be implemented through 11 units of affordable housing	1	2	-0-	4	7
<b>Construction of affordable housing through CHDO activities</b>	Construct 12 affordable homeownership units per year via area CHDOs, including Triad Development Corp, Habitat for Humanity and Unity Builders	4	5	4	6	19
<b>Acquisition and new construction of affordable housing units</b>	The City will promote construction of 10 new units of affordable housing per year through the Infill program	10	6	8	6	30

**Goal 2 – Improve the conditions of existing low-income housing**

Objective	Action	2010-11	2011-12	2012-13	2013-14	2010-14 Total
<b>Provide emergency housing rehabilitation services to LMI homeowners to improve the quality of existing housing stock</b>	1. Provide emergency housing rehabilitation services to 30 LMI income households per year through the Urgent Repair Program	21	17	8	16	62
		96	27	88	18	229
	2. Conduct lead hazard control activities on 109 units through funds provided by the Lead Hazard Control grant from HUD					

### Goal 3 – Improve accessibility to affordable housing and increase homeownership opportunities

Objective	Action	2010-11	2011-12	2012-13	2013-14	2010-14 Total
<b>Provide assistance to area households for home purchases</b>	1. Assist 10 households per year through the Individual Development Accounts program.	10	14	12	9	45
	2. Assist LMI homebuyers to purchase 40 homes per year through the City's Homebuyer Assistance Program	13	3	-0-	3	19

### Goal 4 – Assist the City's homeless populations and those at risk of becoming homeless

Objective	Action	2010-11	2011-12	2012-13	2013-14	2010-14 Total
<b>Provide stability and opportunity to homeless populations through work with non-profit organizations and other public agencies</b>	The City will assist 11 chronically homeless persons per year, in partnership with Open Door Ministries through its Shelter Plus Care Program (now known as Continuum of Care)	10	11	12	14	47
<b>Provide operating support and other necessary assistance to local homeless service providers</b>	The City will make public services more available and accessible to LMI income persons by providing operating and other support to area non-profit organizations that serve area homeless populations, including but not limited to Mary's House Inc., Mercy Outreach Ministries, Open Door Ministries, and West End Ministries.	5	0	2	2	9

**The Community & Neighborhood Development Division** (CNDD) is charged with developing and implementing the Department's non-housing strategies to implement community capacity development activities that promote stronger neighborhoods. CNDD has identified community building activities such as leadership development, youth development, basic skills, and homelessness as priority non-housing needs in High Point. In addition, Division activities include enhancing public services, assisting in homeless activities, and assisting residents required to relocate due to housing code enforcement violations. Following are non-housing, **CNDD** priorities identified for FY 2010-2014:

#### 1. Provide community capacity building programs to City residents

- **Goal:** to facilitate capacity building activities for community-based organizations in the City of High Point
  - The City of High Point will conduct capacity building activities throughout each program year to benefit community-and-neighborhood-based organizations in the City

#### 2. Provide support to low-to-moderate-income residents through public services provided by local community-based organizations

- **Goal:** to provide public services that benefit LMI residents
  - The City will set aside, annually, a portion of its CDBG entitlement to fund public service activities provided by local community-based organizations and non-profits to benefit LMI residents

#### 3. Provide relocation assistance to low-to-moderate residents forced to move due to code enforcement

- **Goal:** to provide relocation assistance to LMI residents forced to move due to code enforcement
  - The City will provide relocation assistance to renters and homeowners who are required to move from their residence due to enforcement of the City's minimum housing code *This program was discontinued at the direction of Council in May 2012.*

#### 4. Specific Special Needs Objectives

- **Elderly/Frail Populations**
  - Provide funds to non-profits organizations delivering services to improve quality of life for elderly/frail
- **Persons with Mental Illness**
  - Facilitate development of transitional and permanent supportive housing for persons with mental disabilities
  - Provide funds to non-profit organizations to improve quality of life for persons with mental disabilities
- **Persons with disabilities**
  - Provide assistance to meet supportive service needs for persons with disabilities
- **Persons with Alcohol/Drug addiction**
  - Provide funds to organizations delivering services for persons with alcohol/drug addiction
- **Persons with HIV/AIDS**
  - Provide funds for organizations delivering services for persons with HIV/AIDS

#### Goal 1 – Provide community capacity building programs to residents

Objective	Action	2010-11	2011-12	2012-13	2013-14	2010-14 Total
<b>Conduct capacity building activities to benefit community &amp; neighborhood-based organizations</b>	The City will assist 12 neighborhood organizations through capacity-building activities	13	10	10	11	44

#### Goal 2 – Provide support for public services by local organizations for LMI residents

Objective	Action	2010-2011	2011-12	2012-13	2013-14	2010-14 Total
<b>City will set aside, annually, CDBG funds for public service agencies</b>	The City will assist 5 community organizations to provide social, human and homeless services through the CDBG grant program	5	5	8	13	31

**Goal 3- Provide relocation assistance for LMI residents force to move due to code enforcement**  
*In May 2012 City Council directed CD&H to discontinue the program.*

Objective	Action	2010-2011	2011-12	2012-13	2013-14	2010-14 Total
<b>Provide relocation assistance to renters and homeowners required to move due to Code enforcement</b>	The City will assist 5 households with CDBG funds through the Relocation Assistance Program	15	5	-0-	-0-	20

**Goal 4- Provide for specific/special needs**

Objective	Action	2010-2011	2011-12	2012-13	2013-14	Total
<b>Improve quality of life for elderly/frail residents</b>	Provision of public service funds to non-profits meeting needs of elderly/frail residents <i>Mobile meals/Senior Resource Center</i>	6	0	0	-0-	6
<b>Improve quality of life for persons with mental illness</b>	Partner with local non-profits to determine/document needs of persons with mental illness	5	7	1	11	24
<b>Improve quality of life for persons with disabilities</b>	Provide assistance for housing providers who offer supportive housing for those with disabilities	10	11	1	14	36
<b>Improve quality of life for persons with alcohol/drug addictions</b>	Provide funds to non-profits meeting basic needs of those with alcohol/drug addictions	5	6	1	6	18
<b>Improve quality of life for persons with HIV/AIDS</b>	Provide funds to non-profits meeting basic needs of those with HIV/AIDS	1	1	0	1	3

## B. General Program Administration

Administrative costs necessary for program planning and management of CDBG and HOME programs are charged to Program Administration. CD&H is responsible for ensuring program implementation in compliance with national objectives of both programs as well as adherence to state and local requirements. Reasonable administrative and planning costs include, but are not limited to:

- General management, oversight and coordination
- Salaries, wages and related costs of the participating jurisdiction's staff
- Monitoring progress and compliance with program requirements
- Coordinating the resolution of audit and monitoring findings
- Evaluating program results against stated objectives
- Travel costs incurred for official business in carrying out the program
- Administrative services performed under third party contracts or agreements
- Capacity-building and training activities for staff and non-profit organizations
- Fair housing and activities to affirmatively further fair housing

<b>Budget:</b>	<b>\$212,228</b> (\$34,180 HOME; \$178,048 CDBG)
Activity	Administration
Source	CDBG & HOME
National Objective	N/A
Eligibility Citation	24 CFR 92.206, 70.200(2)(3)(i)

HUD regulations permit the City to use up to 20% of its CDBG grant and up to 10% of its HOME grant for reasonable administrative and planning costs. During the 2013-14 program year the City utilized 19% of its CDBG and 7.46 % of its HOME programs for administrative activities.

## C. Local Monitoring and Compliance

Procedures have been developed by the Department to ensure that all projects and programs funded with CDBG and HOME funds meet required regulations. Households or individuals receiving assistance through a Housing program must submit an application that is reviewed by staff to verify eligibility. CD&H disburses its CDBG and HOME funds in two ways:

1. Acquisition and rehabilitation projects and homeownership opportunities that expand the City's supply of affordable housing
2. Awarding grants to sub-recipients to implement programs/provide services for low-to-moderate-income residents in Core-City areas

### Affordable Housing

Admiral Pointe---staff shall monitor the 6 HOME units by December 2014 and every three years thereafter to ensure compliance with HOME regulations. Addington Ridge---staff shall conduct weekly interviews with workers to comply with Davis-Bacon requirements and shall monitor the 6 designated HOME units within one year after completion and every three years thereafter to ensure compliance with HOME regulations.

**CHDOs** – To address new requirements specified in HUD Notice CPD-12-007, the City is required to evaluate CHDOs on an annual basis to determine the organization's fiscal soundness and staff underwriting/development experience. Evaluation criteria shall include, but not be limited to, the following:

- Progress on development projects to date
- Capacity of staff to accomplish contract goals
- Fiscal Management
- Continued good standing with the State



Annual reviews were performed with Unity Builders and Habitat for Humanity in March and April respectively. Both CHDOs were determined to have met the definition of a CHDO (§92.2) and have the capacity to fulfill the role of developer (§92.300(a)(3)).

#### **Summary of results of onsite inspections of HOME rental units**

Two HOME units are associated with the City's lease-purchase program – 603 Vail Avenue and 804 George Place. Both units are presently occupied by tenants who are preparing to become mortgage-ready within the next fiscal year. Once Offers to Purchase are submitted, the City will perform a thorough inspection of each unit and complete necessary repairs before closing. Additionally, onsite inspections for Admiral Pointe (54 unit LIHTC which came on line in December 2012) is scheduled for an annual inspection in January.

**Lead Hazard Control** – A primary goal of the City's Lead-Based Hazard Control Program is the elimination and/or control of identified lead hazards. Housing for low-to-very low income families with children under six years of age is given priority, with even higher priority given to units occupied by children who have Elevated Blood Lead levels. To ensure that this program is compliant with its Notice of Funding Availability (NOFA) and HUD regulations, CD&H shall do the following:

- Review work write-ups to ensure prescribed work addresses components found to be lead hazards. Any additional work required, to meet minimum housing inspection standards, for example, will be addressed with CDBG, HOME or General Funds.
- Other compliance items such as income verification, income eligibility, affordability period, and procurement shall follow the Department's standard operating procedures.

#### **Public Services**

Public Service grant allocations are conducted annually by the CAC. The Department, in a technical support role, evaluates the eligibility of proposed activities and advises the CAC accordingly prior to allocation of funds. Applications for funding are received through a request for proposals process.

Once funding is approved for a project, staff coordinates the allocations. Organizations and non-profits receiving funds must enter into a detailed performance contract with the City which describes all federal laws and regulations, and defines reporting and project management responsibilities of the sub-recipient. This contract also states performance goals that the organization is expected to meet. Grantees are required to submit monthly progress reports. Staff make quarterly on-site visits to each project funded, discussing progress with managers and examining records. All CDBG-funded projects are required to demonstrate a minimum low-to-moderate income (LMI) benefit ratio of 70%. To help grantees achieve this, the City requires services provided to focus on those residing in officially designated community development target areas with high concentrations of LMI residents.

#### **Meeting underserved needs**

The primary obstacle to meeting underserved needs continues to be the scarcity of resources available to address identified priorities. For example, funding cuts (sequestration) and until recently, position freezes make it difficult for city staff as well as area non-profit organizations and public agencies to provide necessary services. Staffing levels have not increased despite the increase in demand for services. With this increased demand comes the need for more coordination among service providers. Enhanced coordination between organizations that provide housing and supportive services is a crucial component in adequately meeting the needs of low income, elderly, disabled, and other special needs populations. Intensifying the impact of limited available funding is the current increase in local home foreclosures, increased unemployment, increased homelessness and risk of homelessness, and need for increased supportive services for the growing population that is negatively affected by the economy and finds itself with fewer resources. Though the City has had some success in

leveraging its resources to attract additional funding (i.e. Lead Hazard Control and Shelter Plus Care) and volunteer partnerships (Volunteer Income Tax Assistance and hosting GED classes), underserved needs still exceed the available resources. Another obstacle to meeting the needs of High Point's underserved populations is a lack of access to information for referrals. In fact, many people are not aware of the various services that exist in the City and throughout the County that are available to help them. The City has partnered with agencies such as the United Way to provide videos, public service announcements and established websites to enhance the dissemination of information to the community. The City of High Point will continue to partner with other public agencies and nonprofit organizations, when feasible, to leverage resources and maximize outcomes in housing and community development.

	FY 2013-2014 Rehabilitation Delivery Costs			
Activity Cost				\$403,485
Cost of Completed Units				<u>\$293,182</u>
<b>Total</b>				<b>\$696,667</b>
	<u>CDBG</u>	<u>LEAD</u>		<u>Totals</u>
Units completed	17	18		35
Cost of completed units	\$106,540	\$186,642		\$293,182

#### **D. Affirmatively Furthering Fair Housing**

Fair housing is the right of individuals to obtain the housing of their choice, free from discrimination based on race, color, religion, sex, disability, familial status, national origin and, depending on the circumstances, age. This right is assured by the Federal Fair Housing Acts of 1968 and 1988, as amended, which make it unlawful to discriminate in the sale, rental, financing and insuring of housing. Under the Fair Housing Act an aggrieved person may, not later than one year after an alleged discriminatory housing practice has occurred, file a complaint directly with HUD or a state or local agency that enforces laws that are “substantially equivalent” to the Fair Housing Act. Upon the filing of such a complaint, HUD has the responsibility to serve notice of the complaint and conduct an investigation into the alleged discriminatory housing practice. The Fair Housing Act declares “it is the policy of the United States to provide, within Constitutional limitations, for fair housing throughout the United States.” In addition, the law directs all executive departments and agencies to administer their programs and activities related to housing and urban development in a manner that affirmatively furthers the purposes of the Act.

HUD requires that all state and local governments participating in their programs submit an Analysis of Impediments to fair housing, or AI. The City of High Point completed this requirement with assistance from Mullin & Lonergan, Assoc. (M&L). Mullin & Lonergan’s services were engaged to assure HUD and the community that the City is working to ensure that efforts are being made to “affirmatively further fair housing” as set forth in the regulations governing the Community Development Block Grant Program and Title VIII of the Fair Housing Act. The AI identified several impediments that could play a role in prohibiting fair housing choice in High Point. Based on these findings, the City must take appropriate action to overcome the effects of the impediments identified through the analysis. Mullin & Lonergan completed a comprehensive review of policies, practices, and procedures that affect the location, availability and accessibility of housing and current residential patterns and conditions. The analysis includes an examination of existing studies and literature along with a review of public policies from a fair housing perspective. M&L evaluated all the data for effectiveness of existing fair housing activities and examined barriers to fair housing choices for protected classes. Based upon the analysis, M&L provided this report of the findings along with recommendations for remedies. Tables listing the impediments and mitigating actions are listed on the following pages.

Identified Impediment	Activities to address the Impediment	Milestones and Timetables	Anticipated Results	Available Funds	Source
1.)The City maintains records of the composition of its appointed citizen boards and commissions that are involved in housing and housing-related decisions. However, more detailed information is needed in order to document that members of the protected classes are fairly represented.	Opportunities for High Point residents to participate on citizen boards and commissions are available on an on-going basis and are advertised as vacancies become available. One example of the City's support of board participation by protected classes is its support of Project Board Development, a leadership development program developed by the United Way of Greater High Point's African American Initiative.	On-going	Increased awareness of opportunities for and presence of protected classes to participate on appointed citizen boards that are involved in housing and housing-related decisions.	N/A	N/A
2.)The City lacks formal policies aimed at expanding the supply of affordable housing in geographic locations outside of areas of racial, ethnic, and/or LMI concentrations.	The City recognizes the need to de-concentrate the City's supply of affordable housing and, as an example, has supported the development of the following projects that are located outside traditional racial, ethnic and LMI concentration areas: a) Admiral Pointe (census tract 163.06) – a 54-unit complex that targets elderly, LMI beneficiaries (opened in January 2013); and b) Addington Ridge (census tract 163.06) – a 58-unit LIHTC complex begun 7/14.	a) Admiral Pointe opened January 2013 b) Addington Ridge 1. Approval of Section 108 application amendment (LIHTC allocation by NCHFA awarded August 2013; 2. Construction began 7/2014	Increase in the number of affordable housing units in geographic areas outside traditional racial, ethnic and LMI concentration areas.	\$1.35 million	HUD Section 108
3.) Zoning districts in High Point that permit multi-family housing units as a use by right are concentrated primarily in the central and southern neighborhoods of the City, which are LMI areas. In addition, there is limited available land for new multi-family housing developments in non-impacted areas.	Developers have been successful in locating suitable land for development as well as obtaining support from City Council and staff in the development of new, multi-family housing in non-impacted areas (see #2 above).	See above	Increased de-concentration of affordable housing options throughout the City, including new, multi-family housing.	See above	See above

Identified Impediment	Activities to address the Impediment	Milestones and Timetables	Anticipated Results	Available Funds	Source
4.) Through the imposition of minimum distancing requirements (i.e. separation), the City's zoning ordinance places additional restrictions on the siting of group care facilities and family care uses. This is discriminatory. The City's zoning ordinance appears to be in violation of the Fair Housing Act.	The City's minimum distancing requirements are consistent with State law (reference: N.C.G.S. §168-22(a)).	N/A	N/A	N/A	N/A
5.) Despite efforts at de-concentration, public housing units and Section 8 units are concentrated in impacted areas of the City, specifically in the central and southern neighborhoods, such as the Southside, West End, and Macedonia.	Section 8 vouchers can be used for units located throughout the City, including recently-developed and/or approved affordable housing units (see #2 above). To increase community awareness CD&H will explore opportunities to host fair housing outreach/training sessions in partnership with the Human Relations Department and with external organizations such as the High Point Association of Realtors®.	On-going	Increased community awareness and de-concentration of the value and use of Section 8 vouchers in non-impacted areas.	To be determined	CDBG admin
6.) The City's minority population has expanded significantly in the past two decades. For example, Hispanics comprised 7% of the City's population. There are other City residents who have limited proficiency with the English language as well, including families that have resettled to High Point. While the City provides translation services, residents with limited English proficiency may not take the initiative to seek out programs and services due to the language barrier	The City shall continue to expand its partnership with organizations that support limited English proficiency residents such as the following: a) <u>World Relief High Point</u> , whose mission is to partner with the local church and community to assist refugee families by providing support as they adjust to their new lives in America; and b) <u>Reading Connections</u> , an adult literacy agency that provides free/ confidential services to help improve basic literacy skills, self-esteem, community service and leadership skills. RC received a Public Service grant noted in 14/15 Action Plan.	On-going	Increased access by High Point residents with limited English proficiency to information about affordable housing opportunities	To be determined	CDBG & General funds

Identified Impediment	Activities to address the Impediment	Milestones and Timetables	Anticipated Results	Available Funds	Source
7.) There are service gaps in the local public transit system that make it difficult for inner-city transit-reliant populations to access bus service to outlying areas where entry-level and low-skill jobs are available. The lack of adequate public transportation to area employment centers is a major impediment to fair housing choice for members of the protected classes.	The City's transit system is designed to maximize available resources in its ability to provide public transportation services in the coverage area. At present, non-covered areas exceed the City's ability to properly address.	N/A	N/A	N/A	N/A
8.) Minority households have greater difficulty becoming home owners because of lower incomes.	<p>In order to increase the ability of low-income, minority households to become home owners, the City has created an enhanced lease-purchase program with the following characteristics:</p> <ul style="list-style-type: none"> <li>a) Buyer must select a house available through the Lease Purchase programs of the City or participating CHDOs;</li> <li>b) Buyer shall enter into a 1-year lease (maximum duration) during which time they receive comprehensive financial literacy, money management and savings training;</li> <li>c) Buyers must receive a minimum of 8 hours homebuyer education and participate in a City-approved IDA Program;</li> <li>d) Buyers must be able to obtain a loan from a Participating Lender and have a minimum cash investment of \$500; and</li> <li>e) Buyers can receive a three-year deferred loan up to \$7,500 for down payment to assist with the purchase.</li> </ul>	On-going (since 2011)	Increased ability of low-income, minority households to become home owners.	\$178,500	CDBG & HOME



Identified Impediment	Activities to address the Impediment	Milestones and Timetables	Anticipated Results	Available Funds	Source
9.) There is an inadequate supply of rental housing accessible to persons with mobility impairments and other disabilities. In order to address this unmet need, the City should require developers to include a higher number of accessible units with constructing new housing.	The City and the High Point Housing Authority have recently participated in the development of Low Income Housing Tax Credit projects. LIHTC projects are required to target ten percent (10%) of the total units to persons with disabilities or homeless populations. Since the 2011 AI was completed, three (3) LIHTC projects have been completed (see below for number of units accessible to persons with mobility impairments and other disabilities): a) Admiral Pointe – 6 (54 total units) b) Addington Ridge – 6 (58 total) c) Park Terrace (Phase 1 & 2) – 18 (172 total).	See #2 above	Increase in the number of ADA-accessible, affordable units.	See #2 above	See #2 above
10.) There is an inadequate supply of available information relative to accessible dwelling units for persons with disabilities.	The Arc of North Carolina, who is committed to securing for all people with intellectual and developmental disabilities the opportunity to choose and realize their goals of where and how they learn, live, work, and play, maintains a database of available vacancies for both those with intellectual and developmental disabilities as well as mental illness ( <a href="http://www.arcnc.org/housing-resources">http://www.arcnc.org/housing-resources</a> ). Other web-based resources such as SocialServe provide information on available housing units as well ( <a href="http://www.socialserve.com/tenant/NC/Search.html?city_id=30400&amp;type=rental">http://www.socialserve.com/tenant/NC/Search.html?city_id=30400&amp;type=rental</a> ).	On-going	Increase in awareness of information on available housing units for persons with disabilities	N/A	N/A
11.) Over half of the fair housing complaints filed in High Point (through HUD) involved disability claims of discrimination.	The City's Human Resources (H/R) Department has provided leadership in educating the community (e.g., residents, real estate brokers, etc.) about fair housing laws and how to implement them. H/R will continue these efforts into the future.	On-going	Increased awareness by the High Point community about fair housing.	To be determined	CDBG admin

Identified Impediment	Activities to address the Impediment	Milestones and Timetables	Anticipated Results	Available Funds	Source
12.) Questionable language, including restrictions on pets and references to certain age groups, was found in the local newspaper and other rental publications. In addition, some publications lacked the Equal Housing Opportunity logo and/or the publisher's policy.	See #11 above	See #11 above	See #11 above	See #11 above	See # 11 above
13.) Mortgage loan denials and high-cost lending disproportionately affect minority applicants in High Point, similar to national trends.	See #8 above	See #8 above	See #8 above	See #8 above	See #8 above
14.) Local Realtors have identified the need for more fair housing information to be made available in languages other than English for persons with Limited English Proficiency (LEP).	See #11 above	See #11 above	See #11 above	See #11 above	See # 11 above

The City Council approved a resolution adopting an Affirmative Marketing Policy on June 3<sup>rd</sup>, 2013. A copy of the policy is provided in the Appendix.

#### **Fair Housing Activities: High Point Human Relations Department**

The Human Relations Department provides services to facilitate human rights and plans special initiatives in conjunction with the Human Relations commission. The Human Relations Department provides three principal services: 1. Fair Housing and Equal Employment Advancement; 2. Civic Engagement Programming; and 3. Multiculturalism and Diversity Training.

In addition, we:

- Partner with agencies on initiatives that address human rights issues and improve quality of life
- Sponsor a Student Human Relations Commission for grades 9 - 12
- Hold forums
- Convene special interest meetings
- Provide special programming
- Conduct outreach

The High Point Human Relations Commission is comprised of 13 public citizens and 3 City liaisons who review and advise on human rights issues. They help organize special events and build public awareness of human rights issues. There are four main committees under the commission: Executive, Fair Housing, Education, and Special Programs. The Commission meets the second Thursday of each month at 5:30PM. The High Point Human Relations Commission and Department continue to address equal opportunity housing issues within the jurisdiction through community

outreach, education, and enforcement. The Commission and Department direct special emphasis toward prevention of discrimination through education and actively engaging community stakeholders. Several points of focus during the past year highlight the commitment of the Department and Commission.

**Technology** Along with other city departments, the Human Relations Department has been engaged in a major renovation of our presence on the internet. The new web site will include tools that will assist citizens in accessing staff and resources for a friendlier user-interface, allowing us to:

- Publish online versions of print documents such as Fair Housing Pamphlets and our Landlord/Tenant Handbook
- Receive Fair Housing Inquiries electronically from individuals who visit our web site
- Announce and manage fair housing events
- Provide online access to presentations and video that inform and
- Educate the public about Fair Housing issues
- Make use of social media for outreach and the dissemination of information

**Public Dialogue and Local Media Convey Message** During National Fair Housing Month and Community Development Week, Human Relations Department Staff collaborated with Community Development and Housing to provide education about Fair Housing and relating issues.

**Education Is Key to Prevention** The Human Relations Department seeks to educate and as consequence prevent discrimination in housing. To that end, departmental staff provides individual and group training. Staff design and redesign training sessions and materials on a case-by-case basis. The trainer assesses participants ahead of time to determine their current level of knowledge and their personal and professional needs. Based on the assessment, staff presents federal, state, and local laws in an engaging and personable manner that encourages attendees to empathize and identify with others when engaging in housing transactions. Core to these sessions is a practical and working understanding of fair housing law. Among those participating in training have been individual citizens, local housing authority staff, local housing authority contractors, real estate professionals, community and school groups.

**Reaching Out Gets the Word Out** The Human Relations Staff recognizes that there are groups of individuals who regularly assemble in and around community groups and gatherings. Staff members frequently make outreach efforts to such groups and events. Included in these outreach encounters are a general introduction to the department and explanation of available services. Particular attention is given to the staff's role as fair housing educators and enforcers of the local fair housing ordinance. In conjunction with other local agencies, Staff members were featured in a video presentation that gives a brief introduction to fair housing and resources available in the department.

### **Healthy Homes Support Healthy Children**

Staff members continue to collaborate with LEAD SAFE, a local initiative funded by federal grant monies to identify homes where small children live or frequent that are contaminated with lead paint. In addition to assisting with outreach efforts, the department is providing education and support for good fair housing practices so that in the process of helping families, caregivers, housing providers, and community members protect children, families are not discouraged from pursuing housing opportunities.

### **Department Seeks Substantial Equivalence**

The department has received an evaluation from HUD on our application for substantial equivalence. The department has shared this information with the Office of the City Attorney which is in the process of reviewing the High Point Fair Housing Ordinance for revision. These efforts support the jurisdiction's intent that the city become a FHAP that supports and enforces Title VIII. As a HUD designated FHAP, The City of High Point will have access to technology, training, and financial resources to more effectively promote fair housing practices.

During FY 2013-2014 seven fair housing complaints were filed with the City of High Point Human Relations Department, all on the basis of handicap. Two cases were successfully mediated, four were successfully conciliated, and one case was found to have no reasonable cause. Four cases which came in during the second half of the fiscal year are still ongoing. The Human Relations Department and Commission have engaged in activities this past year that promoted affirmative fair housing in our jurisdiction and the Triad. Standard practices continue to be:

- Stocking current information about fair housing in different languages
- Providing training about fair housing to citizens engaging in real estate transactions
- Convening education forums, seminars and classes about fair housing
- Receiving and investigating fair housing and landlord/tenant complaints
- Providing conciliation to resolve fair housing and landlord/tenant issues
- Providing a proclamation to the Mayor declaring April as Fair Housing month
- Sponsoring/attending outreach events to disseminate fair housing information

Established partners in continuing to further affirmative fair housing in High Point are:

- Latino Migration Project at the University of North Carolina, Chapel Hill
- Building Integrated Communities
- Department of City and Regional Planning at the University of North Carolina, Chapel Hill
- City of High Point Community Development and Housing Department
- Latino Family Center of High Point
- High Point YWCA
- High Point Housing Coalition
- Greensboro Office of HUD
- Charlotte-Mecklenburg Community Relations Department
- City of Winston-Salem Human Relations Department
- City of Greensboro Human Relations Department
- High Point Housing Authority
- Triad Apartment Association
- e High Point Regional Association of Realtors
- US Department of HUD FHEO FHAP Division

The City of High Point Human Relations Commission (HPHRC) and Department have taken tremendous steps forward in the area of fair housing. We have not taken these giant steps in fair housing alone; we have moved onward with great support from High Point City Council, HPHRC Council Liaison – Jeff Golden, HPHRC Chair – Dr. Michelle Mathews, HPHRC & Fair Housing Committee Chair – Milagros Amaro, Interim City Manager—Randy McCaslin, City Attorney—JoAnne Carlyle, CD & H Director--Mike McNair, High Point YWCA, High Point Housing Coalition, Latino Family Center of High Point, High Point Chapter of the NAACP, HPFD –Thomas Reid, HPPD – Chief Marty Sumner, High Point 911 Center, Planning & Zoning Director – Lee Burnett, IT Communications Director – Steve Lingerfelt, Maintenance Operations Director – Tim McKinney, and Customer Services Director – Bob Martin.

Fair Housing is a common thread connecting each of us. Every day citizens, real estate professionals and the legal community call the Human Relations Department for assistance. The City’s mission to be “...the most livable city in America” has moved from script to action, felt in the lives of those we serve.

**V. Affordable Housing**

**Program Delivery** Activity Delivery Costs are those allowable costs incurred for implementing and carrying out eligible CDBG activities. All ADCs are allocable to a CDBG activity, including direct and indirect costs integral to the delivery of the final CDBG-assisted activity. The City has been proactive in providing affordable housing and training to benefit LMI residents in the past fiscal year

<b>Allocation</b>	\$420,805
<b>Total Expended</b>	\$409,678
<b>Activity</b>	Program delivery costs
<b>Source</b>	CDBG
<b>National Objective</b>	Affordable Housing
<b>Eligibility Citation</b>	24 CFR 570.201 & 202

**Accomplishments/Evaluation:** The Affordable Housing Division staff managed programs and activities that achieved the following accomplishments:

- Six (6) new single-family housing units built, with three (3) more under construction
- 58 units are under construction through our investment in a LIHTC project
- Eight (8) properties assessed for acquisition/construction; two (2) properties demolished
- 17 homes rehabilitated, with 18 homes being remediated for lead-based paint hazards
- Four (4) homebuyers received down-payment assistance
- 46 individuals attended homebuyer assistance classes
- Two (2) families received Individual Development Account assistance
- Two (2) homes associated with our lease-purchase program were sold
- 19 trainees graduated from our Construction Training Program

- A. Compliance with URA** The City of High Point complies with all requirements of the Uniform Relocation Assistance & Real Property Acquisition Policies Act of 1970 (URA) as amended, as described in 49CFR Part 24; and with the Housing and Community Development Act of 1974 (HCD ACT of 1974) as amended, as described in 24 CFR Part 42. The City of High Point complies with the URA relative to providing relocation benefits to eligible persons and households displaced through federally assisted programs and activities. The Department’s acquisition strategy focuses on contiguous properties within the Core City Area. There were no relocations in the 2013-34 fiscal year.
- B. PHA Role** The City continues its positive relationship with the High Point Housing Authority, working cooperatively and sharing information for development and stability of neighborhoods. To facilitate continued redevelopment in their respective target areas, the City and HPHA executed a property exchange that included the following properties: 508 Wise; 904 Sharon and 907 Sharon City to HA); 706, 710, and 714-16 Vail (HA to City). CD&H staff meet regularly with HPHA staff to provide updates on redevelopment activities and consider future opportunities.



### C. Community Housing Development Organization (CHDO)

Community Housing Development Organizations or CHDOs are nonprofit organizations whose purpose is to provide decent and affordable housing to persons of low to moderate income. The City is required to set aside a minimum of fifteen percent (15%) of its HOME allocation for CHDO activities. To be certified as a CHDO, a non-profit organization must meet HUD regulatory requirements pertaining to their legal status, organizational structure, capacity and experience.

<b>Allocation</b>	\$574,271
<b>Total Expended</b>	\$388,879*
<b>Activity</b>	Construction of Affordable Housing
<b>Source</b>	HOME Investment Partnerships Program
<b>National Objective</b>	Affordable Housing
<b>Eligibility Citation</b>	24 CFR Part 92.300
<b>Goal</b>	Provide affordable homeownership opportunities
<b>Objective</b>	Affordability
<b>Performance Measure</b>	Ten (10) affordable homes
<b>Outcome</b>	6 units completed; 3 under construction
* Includes program income and spending from allocations in previous years (PR07)	

#### ***Unity Builders/Southside Redevelopment***

Unity Builders, Inc. has continued its redevelopment activities in the Southside neighborhood. Continued credit restrictions have made it more difficult for homebuyers to qualify for mortgages. In order to spur housing activity, the City has contracted with Unity Builders to build and sell affordable homes on a lease-purchase basis. This will result in additional housing stock and increase the number of families in the Southside community and prevent projects from becoming stalled. Unity has completed four (4) Energy Star-compliant homes for income-eligible homebuyers. Unity will continue to focus on completing Phase I and II of Vail Woods. For additional information about Unity Builders, please go to <http://www.unitybuildersinc.org/>.

#### ***Habitat for Humanity/Washington Terrace Redevelopment***

Habitat for Humanity of High Point, Archdale and Trinity works with families below 60% of AMI (Area Median Income). Because Habitat is the builder as well as the mortgage lender, they can offer 25-year, no interest loans for the cost of construction the more, generally around \$75,000 for the first mortgage. Habitat families pay approximately \$400/month for a newly constructed, Energy Star home including taxes and insurance. Through the end of June 2014, Habitat homes represent a \$1.8 million investment into the Washington Terrace Park neighborhood. Three families moved into homes built in the Washington Terrace Park neighborhood by Habitat in the past year. All first time homeowners, these families had their dream of homeownership become reality through their own hard work and dedication. In addition to these families, Habitat worked with three other families on their homes. The City intends to acquire an additional eight (8) lots that will be conveyed to Habitat for additional development. For more information, Habitat for Humanity's website is <http://habitattp.org/home.aspx>.



## D. Emergency Repair



<b>Allocation</b>	\$235,143
<b>Total Expended</b>	\$106,540
<b>Activity</b>	Rehabilitation
<b>Source</b>	CDBG
<b>National Objective</b>	Low and Moderate Income Housing
<b>Eligibility Citation</b>	24 CFR Part 570.202 (a) (1)
<b>Goal</b>	Provide affordable homeownership opportunities
<b>Objective</b>	To provide emergency housing rehabilitation services to 32 LMI homeowners; improve quality of existing LMI housing stock; acquire dilapidated housing for repair and/or demolition; mitigate blight and lead-based paint hazards
<b>Performance Measure</b>	Number of homes rehabilitated
<b>Outcome</b>	17 homes rehabilitated

Rehabilitation of the City's aging housing stock is geared towards ensuring the continued livability and viability of High Point's limited affordable housing units. Due to continued scarcity of resources, the City committed its emergency repair funds as a match for its Lead Hazard Control grant. Consequently, emergency repairs were generally performed in conjunction with a lead remediation project. Exceptions were made for substandard housing needs on an as needed basis. The Emergency Repair Program was designed to provide quick action to homeowners experiencing a housing related deficiency that may have endangered health and/or safety requirements such as heating systems failure in the winter. Emergency repairs typically completed include the following:

- **Roofing:** Roofing repairs made in a timely manner can prevent further loss from damage to the structure, reduce the incidence of childhood lead poisoning and improve indoor air quality by eliminating moisture intrusion into the living spaces.
- **HVAC:** Heating, air-conditioning and ventilation repairs done in a timely manner can prevent loss of life (due to hypothermia), improve indoor air quality, measurably increase the efficiency of outdated equipment, reduce the burden of high utility bills and ensure a greater degree of affordability for strapped homeowners.
- **Electrical:** Electrical service upgrades to distribution panels and new wiring when necessary improve safety and allow for additional load to be added when replacing and modernizing HVAC systems.
- **Plumbing/Sewer:** Hot water heating failures are addressed to meet minimum housing requirements. Additional plumbing modifications and repairs are sometimes needed to repair broken water and sewer lines.
- **Collapsing floor systems:** Structural (framing) problems incurred primarily as a result of plumbing failures can have repair costs beyond many homeowners' resources. If it is determined that substantial failure is imminent, repairs will be undertaken.

Since CDBG funds are scarce, the Department closely monitors clients' income and asset eligibility criteria to focus resources on the lowest income groups. The City will continue to act as the owner's representative to ensure repairs are performed properly and customer expectations met. Project management services include:

- Intake and qualification of applicants
- Inspection and assessment of required repairs
- Preparation of the work write-up
- Manage bid-letting process
- Compliance with HUD and local regulations
- Supervision of work performed and contractor payment

Rehabilitation services were made available to homeowners and investor-owners whose property qualified for lead-based paint remediation. To meet required lead hazard control grant guidelines, eligible repairs were completed and critical housing quality issues remediated as needed. The City provided construction management to ensure that repairs were properly accomplished. Project managers and Housing Specialists provided customer service and made sure customers were treated fairly during the process. Staff interviewed customers to ensure program eligibility requirements were met, while also preparing bids, and job write-ups, supervising work, providing inspection, and ensuring compliance with all applicable regulations to certify that the unit was safe for occupancy.

Total Clients	Low Income	Moderate income	Black	White	Hispanic	Other	FHH
17	8	9	12	2	0	3	0

Staff participated attended the HUD Environmental Review Training, Region IV, Atlanta, GA August 27-29, 2013. Staff also attended the extensive 3-day training on the preparation of environmental reviews as required for HUD assisted projects. Instructed by HUD Environmental Specialists, staff learned about environmental compliance laws and authorities per HUD regulations at 24 CFR Part 58, "Environmental Review Procedures for Entities Assuming HUD Environmental Responsibilities."

## E. Homebuyer Assistance



Homebuyer assistance is vital to the Department's goal of providing decent, safe, sanitary and affordable housing. The program provided down payment and closing cost assistance to homebuyers to reduce out of pocket costs in the form of a deferred low-

interest rate loan. Homebuyer assistance is offered to buyers who purchase homes in the city limits of High Point. Traditionally, assistance is up to \$5,000 that can be used for closing costs and/or lowering of the down payment. The Department offers an increased amount of homebuyer assistance in Macedonia up to \$7,500 and assistance up to \$10,000 for targeted properties in the West End community. Down payment assistance in the amount of \$7,500 is also available for targeted properties in the Southside community currently under a development contract by the City. These assistance packages are designed to attract homebuyers to these neighborhoods. Basic program requirements include:

- Completion of an 8-hour Homebuyer Education class offered by a HUD-approved Housing Counseling Agency sponsored by CD&H;
- Obtaining a loan to purchase the house from a participating lender;
- Meeting income eligibility requirements established for the program;
- Purchasing a home within the city limits of High Point;
- Post-purchase counseling consisting of two 2-hour individual counseling sessions within the first 12 months of ownership; and
- A minimum cash investment of \$500 toward the home purchase.

Sales prices of homes purchased with assistance from this program cannot exceed 95% of the area median purchase price for single family housing as defined by HUD, \$139,650. Loans are secured by a promissory note and deed of trust that outlines recapture provisions in accordance with 24 CFR Part 92.254. Liens coinciding with the loan terms were placed on all properties.

Staff Training Attended during fiscal year:

- Group & Telephone Foreclosure Counseling Strategies & Financial Coaching – Helping Clients Reach their Goals, Philadelphia, PA (August 2013)
- Building Skills for Financial Confidence & Delivering Effective Financial Education, Kansas City, KS (December 2013)

<b>Allocation</b>	\$100,000
<b>Total Expended</b>	\$29,000
<b>Source</b>	HOME
<b>National Objective</b>	Low & Moderate Income
<b>Eligibility Citation</b>	24 CFR 92.205 (a) (1)
<b>Goal</b>	Provide affordable homeownership opportunities
<b>Objective</b>	Assist ten (10) low-to-moderate income families purchase homes
<b>Performance Measure</b>	Homebuyers assisted
<b>Outcome</b>	Four (4) homebuyers assisted

## F. Homebuyer Education and Individual Development Accounts



<b>Allocation</b>	\$57,500
<b>Total Expended</b>	\$17,106
<b>Activity</b>	Assist toward home purchase
<b>Source</b>	CDBG
<b>National Objective</b>	Low-moderate income benefit
<b>Eligibility Citation</b>	24 CFR 570.201(n)
<b>Goal</b>	Personal financial literacy; homeownership
<b>Objective</b>	Assist ten (10) households
<b>Performance Measure</b>	Number of households assisted
<b>Outcome</b>	46 HBE attendees; two (2) IDA recipients

The Community Development and Housing Department has implemented a unique two-tiered approach to preparing income eligible families for home purchase; the homebuyer education class and the individual development account program (IDA). The homebuyer education class is a basic 8-hour class that provides fundamental information needed to purchase a home and qualify to receive assistance from the City's down-payment assistance program, whereas the IDA program is a comprehensive 10-month program designed to prepare selected applicants for mortgage qualification and facilitate their purchase of a home through lease purchasing. Additionally, partnerships have been established with the local banking and real estate community to enhance the home-buying process. Detailed descriptions of program components follow.

Homebuyer education workshops use a HUD approved curriculum, NeighborWorks' "Realizing the American Dream of Homeownership". Workshops were offered monthly in rotating locations throughout High Point to assist homebuyers with the home purchasing process. Locations included Macedonia Family Resource Center, Roy B. Culler, Jr. Senior Center, Southside Recreation Center, Community & Neighborhood Development Center, Oakview Recreation Center, Morehead Recreation Center, Deep River Recreation Center and Greater First United Baptist Church. Guilford County Homeownership Center has been a partner with the City of High Point to offer this valuable information. The eight-hour classes are free to the public, and participants receive a certificate on completion which becomes a part of their application for down payment assistance. In this program year, 11 classes were offered: 46 participants attended, averaging 4 attendees per workshop. Other notable statistics include:

- 100% of participants reported an increase of knowledge on the topics presented to the participants in the workshop
- Gender breakdown: 10 male and 36 female
- Very Low Income attendees, 7; and Low Income attendees, 39
- Average annual household income for attendees was \$32,235.00
- Average household size was 3 people

Ethnic breakdown: African American, 44; Caucasian, 2; Hispanic, 0; Asian, 0; Multi-racial, 0.

Total	Very Low Income	Low-income	Black	Other	FHH	Clients purchasing homes	Lease Purchase Program
46	7	39	44	2	33	3	6



Classes are interactive and include the use of flip charts, crossword puzzles, case studies and games covers the home purchasing process. Topics covered include a homeownership overview, managing money, understanding credit, getting a mortgage loan, predatory lending, shopping for a home, maintaining a home, and fair housing. The 8-hour class provides an overview to familiarize participants with a few of the major laws that regulate the lending and real estate industry and protects them as consumers. A portion of the training concentrates on the Consumer Credit protection Act covering the Truth-In-Lending Act, Fair Credit Reporting Act, Equal Credit Opportunity Act and Fair Debt Collection Practices Act. Additional emphasis is placed on the Fair Housing Act (Official Name - Title VIII of the Civil Rights Act of 1968) which prohibits discriminatory acts against people attempting to rent or purchase a home. This training not only familiarizes the participants with the provisions of the law and the protected classes; but it also helps them to appreciate the protection they receive as consumers against disparate treatment. The Fair Housing training provides the participants with tools to identify actions that demonstrate abuse of the law in housing, such as blockbusting and in mortgage lending such as redlining. Participants are provided with resources including contact information and websites to assist them during the process: Fair Housing Act – [http://www.hud.gov/offices/fheo/FHLaws/Fair Housing Literature 1-800-676-7468](http://www.hud.gov/offices/fheo/FHLaws/Fair%20Housing%20Literature%201-800-676-7468) Fair Housing Complaint Processing – <http://www.access.gpo.gov/nara/cfr/waisidx>

**Accomplishments:** During the program year, the Department completed 3 homebuyer assistance loans. Based on the post-test scores of all families attending the homebuyer education classes, each achieved a necessary level of financial literacy and was able to identify where they were in the homebuyer process. The majority of the families became aware that their personal finances needed more attention so they could purchase their dream home and begin to build wealth.

**Evaluation:** The Homebuyer Assistance Program successfully increased the potential of homeownership for High Point's LMI citizens, assisting families in acquiring the financial literacy to prepare them to purchase homes and educating them about down payment assistance. We contribute the reduction in families participating in the homebuyer assistance program to the local unemployment, reduction in income coupled with the lending institutions inability to relax lending standards for low-wealth, credit-challenged families. CD&H also began to pre-screen participants in the Homebuyer Education classes to limit the classes to persons who actually had a capability of purchasing a home. Applicants that don't qualify are referred to the IDA program or Consumer Credit Counseling Services for additional training and assistance.

Department records indicate most graduates of the homebuyer education program have not purchased a home over the last five years. This indicates that additional financial training is needed to help potential low to moderate-income homebuyers in High Point. To improve opportunities for homeownership, the City partnered with the Guilford County Homeownership Center (GCHC) to establish an IDA program in High Point. Monthly classes complement required one-on-one sessions to effectively assist participants in reaching their homeownership goals. Classes were held at the High Point Public Library on North Main Street. The focus of IDA is to get people credit ready to purchase a home through intensive financial management training. According to GCHC, the success rate of the training after five years remains high. Success is measured by not solely the purchase of a home. Due to the much higher credit score that is needed for approval, other factors are included in measuring success. Establishing a relationship with a financial institution, a dedicated emergency fund, and long term planning for family events are also measurable outcomes that contribute to the participant's success. Nationally, IDA graduates continue to save money and have a less than 1% foreclosure rate. The post-purchase tracking that continues after the participant has purchased has demonstrated that participants continue sound financial practices that include emergency funds, and preventative home maintenance activities necessary for sustainable homeownership.

**Accomplishments:** The IDA Program increased the level of financial management skills for income-eligible citizens and the level of homeownership. Combining the IDA program with the Lease Purchase Program provides a pathway to homeownership by allowing families to lease a prospective home



acquired by the City of High Point through the NSP grant. The grant allowed previously foreclosed homes to be acquired, rehabilitated and sold to income-eligible families. The IDA match reduces their out-of-pocket expenses and home loan amount. Eight families entered into a Lease Purchase agreement, 4 became mortgage-ready and were able to close. 2 families suffered setbacks out of their control and were forced to discontinue the program, and 3 are on target to purchase within 6 months. The monthly group and one-on-one sessions have assisted these families in changing behaviors and repairing credit.

**Evaluation:** The IDA program provided a path to homeownership for participants: credit counseling, budgeting and preparation to buy a home. These individuals demonstrated a high level of accountability for personal financial choices. By choosing to participate regularly in the program, they invest in their future. To extend partnerships and enhance homeownership, the City has partnered with local lenders to help homebuyers obtain an affordable first mortgage. The Department conducts free lender certification workshops for mortgage providers to become Participating Lenders for the Down Payment and Closing Costs Assistance Program. The City collaborated with the following agencies for lender workshops: High Point Regional Association of Realtors, Guilford County Home Ownership Center, High Point Housing Authority, North Carolina Housing Finance Agency and HUD. Workshops provide lenders with information and forms necessary to submit a complete package for loan underwriting. Certification is granted upon completion of the workshop and is made on an individual, rather than an institutional, basis. Twenty-five individual mortgage loan officers from eleven lending institutions were certified to facilitate and submit a package for the down payment and closing costs assistance program on behalf of eligible homebuyers. The down payment assistance package prepared by the participating lenders streamlines the process and prevents the buyer from having to make duplicative applications. These certifications provide common groundwork to streamline the application process and facilitate the access of low to moderate-income families to affordable mortgage products. Participating lenders agree to provide non-predatory mortgage packages to households receiving down-payment assistance from the City. Participating Lenders include Bank of America, SunTrust Mortgage, Wells Fargo Home Mortgage, High Point Bank & Trust, River Community Bank, Allen Tate Mortgage, Peoples Home Equity, Inc., River Community Bank, Bank of North Carolina, First Citizens Bank and The Mortgage Hotline. In order to promote more collaboration and awareness between the realty community and lending community about the City's affordable housing objectives and strategies, real estate agents were invited to attend the 2014 Lender Certification Workshop. During the workshops, lenders and real estate agent are presented detailed affordable housing information and develop a much clearer understanding of federal regulatory requirements as well as the needs of all parties involved in the purchasing process. Participants are made aware of available subsidies from state and federal agencies, affordable housing developments and activities (i.e. CHDOs, HPHA and the lease purchase program). Thirteen real estate agents representing ten realty firms were certified as participating Realtors. The Participating Realty firms include J. Parris Gray, Realtors, Keller Williams Realty, People's 1st Realty, Success Realty of NC, LLC., Allen Tate Realtors, Wilkinson & Associates Real Estate, Lindsay Residential Properties, Lindsay Real Estate Holdings, DeBerry Realty, Inc., and Remax Realty Consultants. Additional information on homebuyer education including the lists of participating Lenders and Realtors can be found at [http://www.highpointnc.gov/cd/downpayment\\_assistance/index.cfm](http://www.highpointnc.gov/cd/downpayment_assistance/index.cfm).

## G. Infill Housing



<b>Allocation</b>	\$215,000
<b>Total Expended</b>	\$64,276*
<b>Activity</b>	Property Acquisition
<b>Source</b>	General Fund
<b>National Objective</b>	Affordable Housing
<b>Eligibility Citation</b>	N/A
<b>Goal</b>	Encourage Core City housing development to mitigate blight for improved quality of life
<b>Objective</b>	To promote the construction of six (6) new units of affordable housing
<b>Performance Measure</b>	Lots acquired
<b>Outcome</b>	Eight (8) properties assessed for acquisition/construction; two (2) properties demolished

*\* Includes available funds from prior year allocations.*

The City annually appropriates resources from the general fund to promote infill housing development. The program has been honed to focus on acquisition of properties for future redevelopment. CD&H has focused on acquiring property in the Core City area. Our CHDO partner in Southside, Unity Builders, is currently developing the Core City area of Southside. Phase II of our Core City planning efforts in the Southside redevelopment area have yielded four new homes on Mobile Street. A second targeted area was selected by CD&H and another CHDO partner, Habitat of Humanity, due to its close proximity to Washington Terrace Park. Transformation and redevelopment projects are underway. The City expanded its redevelopment focus by acquiring and demolishing eight properties to remove blighted condition and to facilitate Phase III construction by the High Point Housing Authority in the Park Terrace housing community.

Six (6) properties/projects were assessed for acquisition and/or new construction (600 Vail, 808 Vail, 800 George, Graves Avenue area, 1509 Davis, 1516 Davis, 1714 Brooks, and 213 N. Hoskins) and two (2) properties were demolished in anticipation of future development (600 Vail and 800 George).

<b>Allocation</b>	\$1,000,000
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## H. Lead Hazard Control



In October 2011 CD&H was awarded a \$2,475,000 grant to continue the Department's Lead-based Paint Hazard Control Program benefitting very low-income families. The program's primary objective was to reduce the risk of lead-based paint poisoning the targeted Core City neighborhoods by implementing the following activities: 1. Conduct lead hazard control activities in 181 residential housing units over 3 years; 2. Promote increased blood lead level screening of children under six years of age; 3. Educate the public about the dangers of lead-based paint poisoning and provide necessary

information to residential property owners to protect families (including translations for non-English-speaking residents); 4. Train and certify building owners and contractors and their employees on safe lead work practices; 5. Maintain a Lead-Safe High Point website which includes a lead-safe housing registry.

Staff also attended the following lead-based paint hazard control training:

- Lead Risk Assessor Initial Training, Durham, NC (June 4-7) - the course was taught by the EI Group using the EPA's model risk-assessment curriculum, enabling staff to better recommend abatement and interim control options.
- Healthy Homes Rating System (December 10 & 11) - The Healthy Homes Rating System is HUD's new prescribed method for evaluating risks posed to residents based upon conditions found in their homes. The specialized course was taught by Mercy Children's Hospital and was designed primarily for HUD Lead Hazard Control and Healthy Home grantees.
- Training Healthy Homes Building Codes (December 12) – Another specialized course taught by Mercy Children's Hospital that presented cutting edge training and professional development in the field of healthy housing. In attendance were building code professionals, public health and other housing practitioners who learned new research and best practices to promote practical and cost-effective methods for making homes healthier.
- Lead and Healthy Homes Grantees Conference, Washington, DC (February 10, 11 & 12) – A mandatory HUD Grantee training conference comprised of technical assistance workshops and educational sessions.
- National Healthy Homes Conference, Nashville, TN (May 28, 29 & 30) - A mandated HUD training sponsored by HUD, EPA, USDA and others. Course material included identifying gaps between housing and health; trends in healthy homes policy and standards; healthy homes designations; latest research and innovation for healthier homes and communities; and reducing disparities in the availability of affordable healthy, safe, accessible homes.

**Total Expended**  
**Activity**  
**Source**  
**National Objective**  
**Eligibility Citation**

\$188,841  
Lead Hazard Control  
HUD  
Low and Moderate Income Housing  
24 CFR Part 35, "Lead-based paint poisoning prevention in certain residential structures"

**Goal**

Conduct lead hazard control activities on 109 units

**Objective**

64 housing units remediated / lead safe housing

**Performance Measure**  
**Outcome**

Number of housing units remediated  
18 housing units remediated / lead safe housing



**Accomplishments July 1, 2013-June 30, 2014:**

- 65 residential housing units were recruited and enrolled
- 57 residential housing units received LIRAs
- 18 residential housing units received remediation and environment clearance

**Evaluation/Goals as Specified in the Grant Benchmark Schedule:**

- Recruitment/enrollment: 64 units
- Lead Inspection Risk Assessment: 64 units
- Hazard remediation & environment clearance: 64

On-going efforts to prevent childhood lead-based poisonings in High Point remain the focus of Lead Safe High Point, an education and outreach initiative. In partnership with United Way of Greater High Point, Guilford County Public Health, High Point University, High Point Regional Health Systems and many others, the City continues to educate the public about the dangers of lead-based hazards and the importance of having children screened for lead poisoning. Further information can be found at the following websites: [http://www.highpointnc.gov/cd/lead\\_safe\\_high\\_point/index.cfm](http://www.highpointnc.gov/cd/lead_safe_high_point/index.cfm) or [www.leadsafehp.org](http://www.leadsafehp.org).

Total	Low Income	Moderate Income	Black	White	Hispanic	Other	Vacant
18	10	8	13	3	0	2	0

## I. HUD Section 108/Low Income Housing Tax Credit (LIHTC)

<b>Allocation</b>	\$1,350,000
<b>Total Expended</b>	\$600,000
<b>Activity</b>	Acquisition/Public Improvements
<b>Source</b>	Section 108/CDBG
<b>National Objective</b>	Benefiting low- and moderate-income persons
<b>Eligibility Citation</b>	24 CFR 570.703
<b>Goal</b>	Construction of 58 units for low-income residents
<b>Objective</b>	Provide decent housing; suitable living
<b>Performance Measure</b>	58 affordable housing units
<b>Outcome</b>	Property acquired; 58 units under construction

Section 108 is the loan guarantee provision of the Community Development Block Grant (CDBG) program. Section 108 provides communities with a source of financing for economic development, housing rehabilitation, public facilities, and large-scale physical development projects. The program allows local governments to transform a small portion of their CDBG funds into large, federally guaranteed loans for eligible projects such as funding public improvements in support of Low Income Housing Tax Credit (LIHTC) projects. In 2010, the City received a \$3,907,000 Section 108 loan guarantee to leverage private funding from local banking institutions to create and maintain a Small Business Loan program. However, due to market demand, the City modified its Section 108 application to expand the utilization of these proceeds to further benefit low- and moderate-income residents of High Point to finance public improvements to support multi-family housing initiatives.

The City partnered with High Point-based Wynnefield Properties to construct and manage Admiral Pointe, a 54-unit affordable housing development for the elderly (ages 55 & up), which completed construction in December 2012. As a follow up to Admiral Pointe, the City has partnered with Wynnefield by loaning \$1.35 million in Section 108 funds (acquisition and public improvements) to support the development of Addington Ridge, a 58-unit apartment complex that will serve low- to moderate-income beneficiaries. With a total project cost of \$6.9 million, Addington Ridge received an allocation of LIHTCs in the 2013-2014 application round. Addington Ridge will be constructed on a 2.6 acre site located across the street from Admiral Pointe. Funding sources are \$1.35 million Section 108; \$3.85 million LIHTC; \$604,000 State tax credits; \$675,000 Rental Production Program; and \$397,000 in traditional bank financing. Section 108 funds will acquire the property (\$600,000) and provide on-site improvements (\$750,000). Once on-site improvements are complete the property will be conveyed to Wynnefield and the City's investment secured by a mortgage lien.

Construction of Addington Ridge began in July 2014 and is scheduled to be completed in May of 2015.





## J. NSP/ Lease-Purchase Program



The City of High Point implemented its lease purchase program using homes purchased and refurbished with NSP funds. These homes were difficult to sell due to insecurity in the job market and potential buyers unable

to meet criteria set by the lending industry. Under NSP guidelines, if the City is unable to sell NSP-assisted homes, alternatives such as lease purchasing or rentals must be considered to ensure the properties benefit low-income families. The City opted to initiate a lease-purchase program with emphasis on Home Buyer Education. Participants lease a home for one year while preparing for homeownership, including participation in the IDA program of aggressive financial literacy training, credit counseling, budgeting and saving to become

mortgage-ready. Participants were also required to attend one-on-one housing counseling to address immediate financial needs. The pool of eligible tenants was drawn from participants in the Homebuyer Education classes facilitated by Consumer Credit Counseling Service as well as Housing Authority contacts. All IDA and Homebuyer education classes were conducted by the Guilford County Homeownership Center.

The City acquired 600 Vail Avenue for future redevelopment.

**NOTE:** *As of January 1, 2014 and thereafter, the City was required to return all unspent NSP program income and all future program income to the State. However, recently that requirement has been rescinded and the City expects utilized future and current NSP program income for NSP eligible projects.*

**Evaluation:** Eight properties were in the NSP Lease Purchase Program: 2143 Cliffvale Drive; 2715 Westgate Drive; 3910 Kim Drive; 131 James Road; 1402 Hampstead Drive; 1009 Montlieu Avenue; 821 Putnam Street, and 902 E. Dayton Avenue. During the fiscal year, all eight properties were under lease agreements and all families were actively participating in the Individual Development Account program.

**Accomplishments:** By the end of the fiscal year, the City sold two of the homes - 2143 Cliffvale and 2715 Westgate – with sales proceeds totaling \$182,644. Two of the lease-purchasers - 821 Putnam and 902 E. Dayton - did not meet program requirements at the end of their 12-month lease period and their leases were not renewed. Participants in the upcoming IDA class will be given an opportunity to occupy these properties via purchase or through the lease-purchase program. Remaining participants are well on their way to being mortgage-ready and hope to purchase at the end of their 12-month leases. Net rental income from the leased properties totaled \$32,234.42 for FY 2013-14.

<b>Allocation</b>	\$459,580
<b>Total Expended</b>	\$70,416
<b>Activity</b>	Rehabilitation
<b>Source</b>	Neighborhood Stabilization Program
<b>National Objective</b>	Affordability
<b>Eligibility Citation</b>	24 CFR 570
<b>Goal</b>	Provide affordable housing
<b>Objective</b>	Provide affordable housing
<b>Performance Measure</b>	Number of housing units addressed
<b>Outcome</b>	Two (2) homes sold

## K. Construction Training program

<b>Allocation</b>	\$130,000	
<b>Total Expended</b>	\$71,118	
<b>Activity</b>	Training (Classroom and hands-on)	
<b>Source</b>	North Carolina Housing Finance Agency	
<b>Performance Measure</b>	Number of persons trained/number of homes rehabilitated with trainees	In
<b>Outcome</b>	20 total participants (19 graduates)	



cooperation with the N.C. Housing Finance Agency (NCHFA) and the N.C. Home Builders Association (NCHBA), the City of High Point concluded our first year of an occupational training program for low to moderate income residents. The program, which includes construction theory coupled with hands-on experience, is designed to give participants an opportunity to learn skills to make them more marketable to local employers and, ultimately, develop a sense of self-worth. In a partnership with High Point Community Against Violence (HPCAV), the classes are conducted at HPCAV's facility. Participants and the class instructor are selected by the NCHBA.

Two classes of ten participants each were held, one in the spring and one in the fall, lasting eight weeks each. Each student received the training, books, tools and a pre-apprenticeship graduation certificate. The nationally recognized PACT curriculum, developed by the Home Builders Institute, was used in the classroom. A utility building (8'x10') is constructed by each class using blueprints and is utilized to benefit a non-profit organization, a City department or a low income citizen. The training model also allows students to work on a community project during training, helping individuals develop a sense of self-worth. With the NCHFA providing a grant for affordable housing projects that matches the City dollar for dollar, the class was involved in new construction or rehabilitation of affordable housing. The CTP worked with the City's two CHDOs, Habitat for Humanity and Unity Builders, Inc., in FY 13/14. The classes were held at the offices of High Point Community Against Violence. Twenty participants began the classes; 19 graduated. In order to enhance the training experience and job opportunities, the City has contracted with HPCAV select a group of class graduates to conduct urgent repair jobs referred by CD&H. This provides opportunities for the participants to gain additional experience, earn income and increase their chances of getting a job.

### Student Demographics:

Participants ( Graduates)	Males	Females	Black	White	Hispanic	Avg. HH Size	Avg. HH Income
20 (19)	17	3	14	6	0	2	\$14,000

## VI. Community & Neighborhood Development Division

### **Provided technical assistance:**

- ✓ **Citizens Advisory Council**
- ✓ **Neighborhood Associations**
- ✓ **12 public service grantees**
- ✓ **Youth Leadership Council**
- ✓ **10 neighborhoods for National Night Out**
- ✓ **Neighborhood Leaders Council**
- ✓ **CD Academy**
- ✓ **Christmas Parade Neighborhood Float**

### **Partnerships:**

- ✓ **GTCC for GED Classes; 26 attended, 3 graduated. Computer classes for 8**
- ✓ **Volunteer Tax Assistance: 427 returns completed; \$589,519 refunds**
- ✓ **Partners Ending Homelessness**
- ✓ **Permanent Supportive Housing Program, 14 individuals housed**
- ✓ **National Community Week**
- ✓ **Community Resource Network**
- ✓ **Human Relations Dept. for Community Day @ Hi-Fest**
- ✓ **Monitored Harmony House grant**

### **Provided meeting space:**

- ✓ **CAC**
- ✓ **Habitat Homeowners**
- ✓ **Neighborhood meetings**

The Community and Neighborhood Development Division (CNDD) was responsible for managing CDBG funds allocated for community capacity building activities and Public Service grants, the Shelter Plus Care Program (SPC) for chronic homeless individuals, Volunteer Income tax Assistance (VITA) and Supervised Visitation Program for Domestic Violence funded by the department of Justice (Harmony House). The CNDD budget included program delivery costs necessary to implement community and neighborhood development activities to promote a better quality of life, safer neighborhoods and to participate in the decision making processes that affect their neighborhoods

CNDD activities included providing the computer lab services for public use, conducting training/information sessions on a monthly basis with neighborhood leaders which increased their ability to strengthen neighborhoods; provided a facility to help residents acquire needed skills such as GED and computer training; enhanced twelve (12) organizations ability to provide public services activities; provided resource coordination for residents; assisted in homelessness reduction by working with 14 clients in the COC Program and participated with the homeless provider coalition; engaged the neighborhood leaders in revitalizing the youth initiative; and operating three (3) sites completing 457 tax returns/\$589,519.00 in refunds for residents. The Division has provided technical and analytical support to the Citizen's Advisory Council as well as the Neighborhood Leader's Council and public service grantees. In addition, the staff has served on the High Point Police Department's Chief's Advisory Committee, Partner Ending Homelessness Providers Coalition, Community Resource Network Committee, High Point Citizen Against Crime (HPCAV), and the Coordinated Assessment Committee in an effort to provide information, resources and referral to the residents.

Capacity Building remains one of the most important services provided by CNDD. The division continued to support the Neighborhood Leaders Council in learning more about local government, addressing crime and citywide issues, creating strategies for youth, and developing a plan of action using training received throughout the year. Each neighborhood association was assigned a topic to research and present this year around issues facing the community. This project allowed them to use the capacity building training and resources to prepare their presentations. The Community and Neighborhood Development Division has continued to encourage and engage neighborhood associations. The Center received approximately 2,118.00 visits from July 1, 2013– June 30, 2014 connecting people to the proper resources.

<b>Allocation</b>	\$241,344
<b>Total Expended</b>	\$223,262



## A. Community Capacity-Building Delivery Costs



<b>Activity</b>	Community Capacity Building
<b>Source</b>	CDBG
<b>National Objective</b>	Low-to-moderating income clientele
<b>Eligibility Citation</b>	570.201
<b>Goal</b>	Facilitate capacity-building activities
<b>Objective</b>	Conduct 12 capacity-building activities
<b>Project Outcome</b>	Sustainability
<b>Public Service Access</b>	Improved
<b>Performance Measure</b>	Census tracts served:136.01, 136.02, 138, 139, 140, 142, 143, 144.06, 144.08, 145.01, 145.02, 145.03, 146

**Project Description:** This program is designed to coordinate, implement and develop community capacity building services to help increase neighborhood stability and viability. Division staff will provide technical assistance to neighborhood groups, help them organize and become catalysts for neighborhood revitalization. The budget for this program includes program delivery costs (operational and personnel) needed to implement community and neighborhood development activities. Coordinating multiple capacity building programs in one place has allowed the department to optimize their effectiveness to the benefit of low to moderate-income neighborhoods.

**Accomplishments:** The Community and Neighborhood Development Center had 2,118 visits this year including VITA and computer lab users.

**Evaluation:** The Community and Neighborhood Development Division staff continued to provide technical assistance to neighborhood associations/watch groups, resulting in neighbors becoming stronger and more committed to become catalysts for neighborhood revitalization. The staff has continued to work with community members to help address the needs identified in their neighborhoods. The neighborhood leaders continued to work together help plan National Community Development Week activities, the annual Homeless Memorial Event and collaborating on the design and building the annual the Christmas parade neighborhood float.

## B. Citizens' Advisory Council

The Citizens Advisory Council (CAC), a nine-member volunteer entity composed of City residents, plays a key role in the planning process. The CAC is appointed by the Mayor and City Council; terms are limited to two consecutive two-year terms. The CAC was established in April 1974 to function as the primary citizen participation mechanism for projects planned and implemented with HUD funds. CD&H is responsible for providing administrative and technical support to the CAC. Current members are listed below:



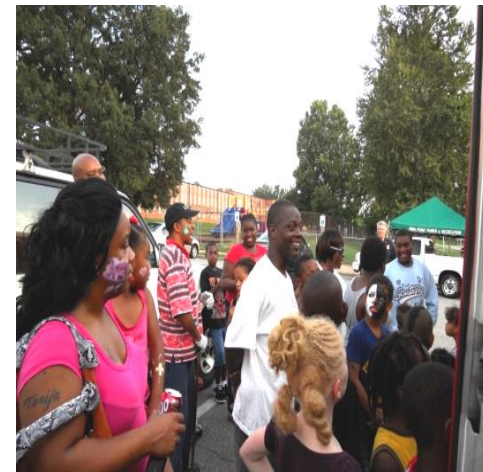
### Citizens' Advisory Council

Jerry Mingo, Chair At-large  
Yvonne Short, At Large  
Teresa Jones-Echard, Mayor's Appointee, At-large  
Willie Davis, Ward 1  
Ward 2 Vacant

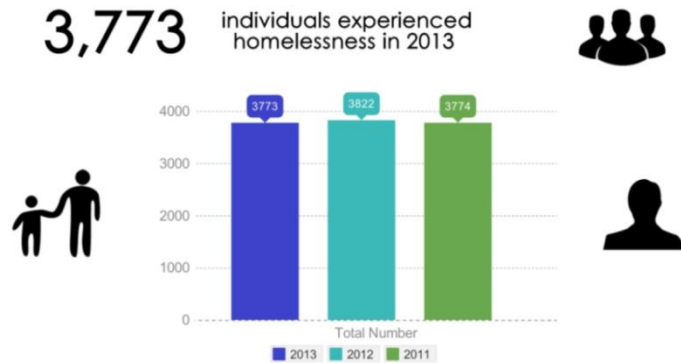
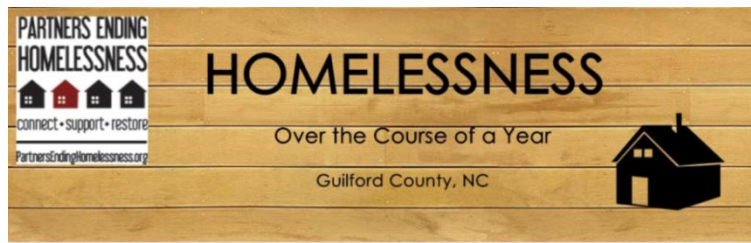
Jeffery Sypole, Ward 3  
Thomas Kak, Ward 4  
Myra Clodfelter, Ward 5  
Scott Niebauer, Ward 6  
Judith Mendenhall, Council Liaison

The CAC made recommendations to the City Council allocating \$64,495 to thirteen (13) organizations this year. They also worked on revising the by-laws and Policy and Procedures. Members of the CAC participated in and/or supported the following activities;

- Attended Community Development Week
- Toured the City Core neighborhood associations on National Night Out
- Took a bus tour of the Core City area which allowed them to see firsthand the low-mod neighborhoods and issues facing the community
- Homeless Memorial event



**C. Partners Ending Homelessness** Partners Ending Homelessness (PEH) is the planning and coordinating agency responsible for securing and administering major funding with continuous oversight for homeless service delivery in Greensboro, High Point and Guilford County. The Partnership is responsible for implementing, evaluating and updating Guilford County's Ten-Year Plan to End Chronic Homelessness, and serves as lead agency for Guilford County's federally designated Continuum of Care. Further information about PEH can be found at [www.partnersendinghomelessness.org](http://www.partnersendinghomelessness.org). Partners Ending Homelessness is a groundbreaking collaborative organization that includes over 200 community agencies working to generate housing, strengthen prevention and supportive service efforts, and increase coordination, collaboration and access through the Continuum of Care. Its mission is to encourage public understanding of the causes and conditions of homelessness and provide a strong, stable system of care for individuals and families to reduce homelessness in Guilford County. Events of note in the past year included:



members on topic including Ethical Boundaries for Service Providers, Veteran Homelessness, Communicating with People with Disabilities, and Trauma Informed Care.

- Annual Homeless Persons' Memorial event held in High Point on December 20<sup>th</sup>, 2013.
- Over 600 volunteers and the strong support foundations, businesses and the faith community throughout Guilford County
- Guilford County achieved a 25% reduction in veterans' homelessness
  - Organized the Housing First model in Guilford County and began coordinated assessment development.
- Held PEH Academy sessions and provided workshops to coalition
- 6<sup>th</sup> Annual Home Run for Homelessness event at the Greensboro Grasshoppers

Experiencing Homelessness	2014	2013	2012	2011	2010	2009
<b>Total Number</b>	897	949	1,005	1,024	1,064	1,052
<b>Sheltered</b>	798	781	850	900	928	922
<b>Unsheltered</b>	99	168	155	124	136	130

On January 29<sup>th</sup>, 2014 the annual point-in-time count was taken, which revealed that 897 individuals experienced homelessness on any given night. This is a 5% decrease from the 949 people that were counted in 2013. This year's results continue the downward trend that began in 2009. Since 2009, the number of people experiencing homelessness has decreased by 15%. PEH continues collaboration with service providers to prepare for HEARTH Act changes and requirements. The organization has brought in several consultants to work with service providers to develop a coordinated access portal for homeless individuals and families in Guilford County. PEH successfully completed the Continuum of Care application and remains the initial point of contact for Homeless Management Information System technical guidance.



## D. Public Service Grants

**TOTAL PS Grant Allocation: \$64,495 Expended: \$49,454**

West End Ministries [www.westendministries.org](http://www.westendministries.org)



**Allocation:** \$3,000  
**Total Expended:** \$3,000  
**Activity:** Public Service Recipient  
**Source:** CDBG  
**National Objective:** LMI persons  
**Eligibility Citation:** 570.201(e); 570.208(a)(1); 570.208(a)(2)  
**Goal:** Provide access to recreation for 60 LMI children  
**Objective:** Create suitable living environment  
**Outcome:** Accessibility  
**Public Service Access:** Improved  
**Performance Measure:** Access provided by rehabilitating the playground

West End Ministries' mission is to work with residents to make the West End of High Point a safer/ better place for all who live, learn, work or worship there. West End Ministries is one of a consortium of providers who comprise the Community Resource Network and works closely with member agencies to deliver emergency financial and food assistance. The agency strives to meet the needs of individuals and families when no other resources are available and to act as an advocate through the resource and referral process. *The goal of the agency's project - West End Community Playground Improvement is to provide a safe environment for neighborhood children can play. CDBG funds were used to resurface the playground as well as replace and update unsafe play equipment.*

### Accomplishments:

The project engaged Guilford County students in a service learning capacity to resurface the playground and repair and/or replacing unsafe equipment, while teaching the younger children to take ownership and responsibility for their community.

**Area Benefits:** Census Tract(s) served: 140.00

**Evaluation:** WEM exceeded its goal of engaging 60 children in the playground renovation. 107 youth assisted in the repair and restoration of their playground.

Total	Low Income	Moderate Income	Black	White	Asian	Hispanic	American Indian	FHH
107	102	5	57	38	0	12	N/A	82

Green Street Baptist Church [www.greenstreet.org](http://www.greenstreet.org)



<b>Allocation:</b>	\$2,090
<b>Total Expended:</b>	\$2,090
<b>Activity:</b>	Public Service Recipient
<b>Source:</b>	CDBG
<b>National Objective:</b>	LMI persons
<b>Eligibility Citation:</b>	570.201(e); 570.208(a)(1); 570.208(a)(2)
<b>Goal:</b>	Provide home repair for LMI residents
<b>Objective:</b>	Create suitable living environment
<b>Outcome:</b>	Accessibility
<b>Public Service Access:</b>	Improved
<b>Performance Measure:</b>	Conducted rehabs for 2 LMI residents

Green Street Baptist Church, an organization with a mission to serve, hosted a World Changer's Event for youth from across the nation for the specific purpose of teaching servant-hood and personal commitment to missions. The week-long event was designed to rehabilitate existing homes in severe disrepair. The goal of the agency's project, World Changers' Housing Repair, was to provide critical housing repair on two homes in the Core City occupied by senior adult or disabled LMI homeowners, while giving youth an opportunity to learn invaluable occupational, leadership and team-building skills. CDBG funds were utilized for construction materials and supplies, replacement windows and replacement doors.

**Accomplishments:** The project engaged 192 youth in a meaningful way with a project designed to provide lasting benefit to two (2) disadvantaged homeowners in the City of High Point. One house, required replacement of basement windows, stairs, a deck in disrepair as well as wobbly handrail all of which posed a danger to the disabled, elderly homeowner. The other home repaired by the group required replacement of broken windows and flooring, thereby causing a tremendous loss of heat and air conditioning, and great expense to the disabled homeowner.

**Area Benefits:** Area-wide: In projects where there is an area-wide benefit, no income verification is required if the activity is conducted in a low/mod census tract.

**Census Tract(s) served:** 136.02 and 145.03

**Evaluation:** The agency successfully exceeded their goal of engaging 170 youth in the housing renovation project. A total of 192 youth assisted in the repair and restoration of homes occupied by low-income senior or disabled residents of High Point Core City neighborhoods.

Helping Hands Ministry [www.helpinghashp.org](http://www.helpinghashp.org)

### Helping Hands



<b>Allocation:</b>	\$6,000
<b>Total Expended:</b>	\$6,000
<b>Activity:</b>	CDBG Public Service Sub-recipient
<b>Source:</b>	CDBG
<b>National Objective:</b>	LMI
<b>Eligibility Citation:</b>	570.201(e); 570.208(a); 570.208(a)(2)
<b>Goal:</b>	Provide emergency services/training for 100 LMI individuals
<b>Objective:</b>	Provide suitable living environment
<b>Outcome:</b>	Sustainability
<b>Public Service Access:</b>	Improved
<b>Performance Measures:</b>	Provided services for 100 to help achieve self-sufficiency

Helping Hands is a well-established Community Emergency Assistance Program that has served the High Point area since 1996. The program provides food assistance, emergency rent/ utilities and job readiness activities and is a partner agency of the Community Resource Network (CRN). The goal of the One-to-One Case Management project was to provide intensive, one-to-one case management with individuals and families, assisting them to establish goals which will transition their families to self-sufficiency. CDBG funds were used for staffing, program supplies and helping clients to secure documentation (birth certificates, social security cards and driver's licenses) to help them obtain employment..

**Accomplishments:** The Helping Hands Ministry coordinated valuable resources with helping 92 High Point individuals and struggling families to receive food, warmth and shelter during periods of little to no income. Applicants were thankful for the emergency assistance provided to keep their families together, safe and warm. All individuals and their families were connected with critical resources to assist them with meeting medical needs (i.e. applying for Medicaid as well as eye care, dental care or prescription assistance). Additionally, 44 individuals have obtained employment as a result of the job readiness training and job fairs conducted by the program.

**Area Benefits:** Census Tracts served: 145.02

**Evaluation:** The agency was very successful in delivering emergency assistance as well as job readiness training during the past 12 months to help 92 unduplicated individuals and their families get on the path to transition to self-sufficiency.

Total	Low Income	Moderate Income	Black	White	Asian	Hispanic	American Indian	Mid- Eastern	FHH
92	89	3	56	36	0	0	0	0	50

Salvation Army of High Point [www.salvationarmycarolinas.org/highpoint](http://www.salvationarmycarolinas.org/highpoint)



**Allocation:** \$6,000  
**Total Expended:** \$6,000  
**Activity:** CDBG Public Service Sub-recipient  
**Source:** CDBG  
**National Objective:** LMI  
**Eligibility Citation:** 570.201(e); 570.208(a); 570.208(a)(2)  
**Goal:** Provide emergency services/training for 100 LMI individuals  
**Objective:** Provide suitable living environment  
**Outcome:** Sustainability  
**Public Service Access:** Improved  
**Performance Measures:** 24 families were assisted to maintain housing

The Salvation Army of High Point serves individuals and families by providing shelter, case management, food, life skills development classes and emergency rental assistance. The project, **Rent Assistance Program** encouraged the clients to set goals which would help them attain future success in managing their finances, keeping their families intact and stabilizing their households. CDBG funds were used to provide rental assistance to 24 households.

**Accomplishments:** The project successfully met 100% of its goal in providing rental assistance to 24 low- and moderate income families at risk of losing their housing units, thereby preventing these families from destabilizing and slipping into homelessness, and/or breaking up family units.

**Area Benefits:** Census Tracts served: 143.00

**Evaluation:** The project was very successful in realizing its goal to provide assistance to 24 households at risk of homelessness. 100% of these households were low income, subsisting at or below 50% of area median income. In addition to rental assistance, the program encouraged and provided practical steps to helping low- and moderate income families participating in the program to develop strategies related to better management of household finances to lessen the risk of becoming homeless.

Total	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
24	24	0	17	7	0	0	11

YWCA of High Point [www.ywcaph.com](http://www.ywcaph.com)



**Budget:** \$12,400  
**Total Expended:** \$5,561  
**Activity:** Public Service Recipient  
**Source:** CDBG  
**National Objective:** LMI persons  
**Eligibility Citation:** 570.201(e); 570.208(a)(1); 570.208(a)(2)  
**Goal:** Provide pregnancy prevention information for 80 youth  
**Outcome:** Availability/Accessibility  
**Objective:** Create suitable living environment  
**Public Service Access:** Improved  
**Performance Measure:** Provided information for 39 youth

The YWCA of High Point is dedicated to eliminating racism and empowering women and promoting peace, justice, freedom and dignity for all. The teen pregnancy rate amongst 15-19 year old youth in the Core City area is among the highest in the state. The project, *Making Proud Choices*, is intended to help reduce the pregnancy rate in the targeted community. *Making Proud Choices* is an evidence-based, safer-sex curriculum which engages Middle and High School youth in candid dialogue around risky sexual behavior and teaches them how to make informed/safe choices to lessen the risk of pregnancy contracting STDs and HIV. CDBG funds were used for staff salary, supplies and graduation expenses.

**Accomplishments:** The program educated 39 youth during 7 sessions. Projected numbers were not met because of inclement weather. Overall, participants reported the open dialogue between young men and women about risk-related sexual behaviors was extremely helpful to them in reducing their perception of personal vulnerability. It also reinforced positive attitudes and beliefs regarding abstinence, abstinence negotiation skills and confidence in their ability to refrain from sex.

**Area Benefits:** Census Tract served: 146.00

**Evaluation:** Although the projected number of participants was not met (reached 49% of the goal of serving 80 youth), 98% of the 39 program graduates indicated that they have increased their knowledge and understanding of STDs, unprotected sex and unplanned teenage pregnancy. 95% of graduates also stated that they are taking steps to reduce risky sexual behaviors.

Total	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
39	33	6	22	4	13	0	39



## High Point Heat Track and Field Club



<b>Budget:</b>	\$4,455
<b>Total Expended:</b>	\$3,165
<b>Activity:</b>	Public Service Recipient
<b>Source:</b>	CDBG
<b>National Objective:</b>	LMI persons
<b>Eligibility Citation:</b>	570.201(e); 570.208(a)(1); 570.208(a)(2)
<b>Goal:</b>	Provide scholarships for 10 youth
<b>Objective:</b>	Create economic opportunity
<b>Outcome:</b>	Sustainability
<b>Public Service Access:</b>	Improved
<b>Performance Measure:</b>	Provided scholarships for 10 students

[www.facebook.com/pages/High-Point-Heat-Track-and-Field-Club/](http://www.facebook.com/pages/High-Point-Heat-Track-and-Field-Club/)

The High Point Heat Track & Field Club (HPHT&FC) is dedicated to providing positive, organized and structured school-year activity for High Point youth. Its mission is to conduct athletic, educational, health and spiritual conditioning training to help young High Point youth to become successful athletes, students and citizens. The project, **High Point Heat Track & Field Club** taught athletic youths to be respectful of other people, their differences and opinions, religion, race, gender and social status. The CDBG funds were to provide scholarships (uniforms, meet entry fees, AAU/staff membership fees), nutrition, transportation, tutoring/mentoring, as well as participation in practices/meets.

**Accomplishments:** The HP Heat Track & Field Club provided training to help 10 students become successful athletes and students. Participating athletes traveled around the state and country, meeting other athletes of different nationalities, cultures and walks of life. The project gave them exposure to many universities and training by former college students who were former club members, reinforcing the benefit of higher education, dedication and the connection between sports and education, its demands and benefits. The Club participated in numerous state Track meets as well as national Track Meets held in Texas and North Carolina. The meets were very successful for the team, ending in 3 relay teams made the top 3 finishers in the state (all relay teams – were comprised of athletes scholarships by CDBG funds). Mentoring and tutoring provided by the program throughout the school year enabled one senior to prepare for general classes and obtain higher scores on the SAT and ACT and as a result, obtain a scholarship to attend Winston-Salem State University. Program staff noted that the balance of scholarships athletes have maintained a grade point average of 3.2 and as a result of the tutoring and trips to track meets held at various colleges have all expressed an interest in attending college.

**Area Benefits:** Census Tracts served: 143.00, 144.06, 144.07, 145.02, 145.03, 164.03

**Evaluation:** The High Point Heat Track & Field successfully met their goal of providing 10 students with scholarships to participate in the program. Additionally, tutoring and mentoring by the program has enabled all students to maintain grade point averages which will make them competitive in their college applications.

Total	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
10	3	7	8	0	2	0	9



<b>Budget:</b>	\$5,000
<b>Total Expended:</b>	\$4,995
<b>Activity:</b>	Public Service Recipient
<b>Source:</b>	CDBG
<b>National Objective:</b>	LMI persons
<b>Eligibility Citation:</b>	570.201(e); 570.208(a)(1); 570.208(a)(2)
<b>Goal:</b>	Create economic opportunities
<b>Outcome:</b>	Availability/Accessibility
<b>Objective:</b>	Create economic opportunities
<b>Public Service Access:</b>	Improved
<b>Performance Measure:</b>	Provided information for 10 individuals

The Housing Authority's mission is to provide eligible families and individuals with adequate housing, economic advancement and homeownership opportunities in a safe, drug-free, suitable living environment without discrimination. The project, *Family Self-Sufficiency Occupational Training Project*, works closely with Guilford County Technical Community College to offer Quick Jobs Occupational training with Housing Authority residents, assisting students in developing job-specific skills in ninety days. It is a major step toward achieving gainful employment and becoming economically self-sufficient. The project's objective was to enable 10 Family Self-Sufficiency participants to become workforce ready by completing occupational training and becoming certified in such area as allied health, computer training and auto mechanics. CDBG funds were used for course registration fees, purchase of books and supplies for occupational training as well as testing and certification fees for graduates.

**Accomplishments:** 10 participants completed training; one did not pass the certification exam and did not graduate with the rest of the class. The project assisted 9 low-income families to obtain certification in various occupations putting their families on the path to self-sufficiency. One client completed Payroll Specialist training; three clients were trained as Personal Care Assistants and two of the three have received raises; one client was trained, certified and employed as a CNA; one client was trained and certified in Phlebotomy and has been hired as a Medical Technician; another client was trained / certified as a Nursing Assistant/Medical Technician and has begun working; one client received training as a Medical Receptionist and has had several job interviews; one client was trained and certified has been hired as a Nursing Assistant.

**Area Benefits:** Census Tract served: 142.00

**Evaluation:** The project helped 9 families achieve a higher earning potential in specialized medical training, increasing economic self-sufficiency.

Total	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
10	10		10	0		0	10

Caring Services, Inc. [www.caringservices.org](http://www.caringservices.org)



Caring Services was founded in 1994 in response to the community need for safe and sober housing for men leaving treatment programs with no resources, no home, no support system and no hope. The facility has expanded to include women and offers housing for both men and women

where they may continue their recovery with the support of other recovering individuals. The mission of the agency is to provide the much-needed bridge between the devastation of addiction and the successful return to family and society as a clean, sober and productive community member. One key objective of project *Reunited Love* was to assist in the reconciliation between the biological parent and primary caregiver. Making amends is an essential component of the recovery process. Resentment and hostility amongst family members can last for many years without the necessary interventions. The project endeavored to reestablish family relationships between wounded children and recovering noncustodial parents. Participants were immersed in intensive substance abuse prevention workshops, education centered around re-establishing healthy bonds while exploring creative parenting styles. Regular group activities, outings and a weekend retreat were conducted to nurture positive child/parent interactions. CDBG funds were used to provide substance abuse prevention workshops, parenting focus/education as well as parent/child outings, fuel, food and program supplies.

**Accomplishments:** Program activities promoted parents' self-esteem and principles of recovery and coping skills. Both parents and children began to exhibit skills necessary to identify and avoid triggers to support recovery and diminish the likelihood children becoming users. Counselors used art, writing, and group therapies to process their feelings and their parent/child relationships in order to mend relationships and to guide their children in positive directions. Participants reported that they felt less alienated from their children and were coping with the guilt associated with prior patterns of neglect. The program also fostered opportunities for primary caregivers of the children to form amicable relationships with the recovering parent in order to nurture the well-being of their children.

**Area Benefits:** Census Tracts served: 140.00

Total	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
10	10		6	3	1	0	10

**Evaluation:** The program successfully met its goal to serve 10 noncustodial recovering parents

**Budget:** \$7,500  
**Total Expended:** \$7,500  
**Activity:** Public Service Recipient  
**Source:** CDBG  
**National Objective:** LMI persons  
**Eligibility Citation:** 570.201(e); 570.208(a)(1); 570.208(a)(2)  
**Goal:** Provide family reunification training for 10  
**Outcome:** Availability/Accessibility  
**Objective:** Create suitable living environment  
**Public Service Access:** Improved  
**Performance Measure:** Provided services for 10 families

Mary's House, Inc. [www.maryshousegso.org](http://www.maryshousegso.org)



**Budget:** \$2,250  
**Total Expended:** \$2,250  
**Activity:** Public Service Recipient  
**Source:** CDBG  
**National Objective:** LMI persons  
**Eligibility Citation:** 570.201(e); 570.208(a)(1); 570.208(a)(2)  
**Goal:** Provide permanent housing for 6 families  
**Outcome:** Sustainability  
**Objective:** Provide decent housing  
**Public Service Access:** Improved  
**Performance Measure:** Provided permanent housing for 6 homeless families

Mary's House, Inc. is a fully licensed therapeutic agency that provides transitional and permanent housing, life skills, training and a supportive community for homeless women in recovery from substance abuse. The program is one of few in the United States that allows women to raise their children while in treatment for addiction issues. The project, *High Point Mothers In Recovery II*, expanded its service delivery to include case management with six additional homeless, recovering mothers and their children. Grant funds, used as match, leveraged six additional permanent housing choice vouchers to expand the number of clients to total fourteen clients. CDBG funds were used for office supplies, storage space, cell phone, mileage, and salary for a dedicated a case manager.

**Accomplishments:** This grant expanded service to 6 new recovering, homeless families, including two chronically homeless mothers and children. All families were provided with full resource case management which included housing placement, employment assistance, drug testing, general life skills training and parenting to empower them to better interact with their children. Parents were taught skills to communicate and interact more effectively with their children. Participants completed job readiness training; one is in the process of getting a car from a non-profit agency so that she can access areas of Guilford County with higher paying jobs. One family assumed their own rent.

**Area Benefits:** Census Tract served: 146.00

**Evaluation:** The program successfully met its goal to house 6 homeless families in permanent housing settings. The program continues to receive applications for assistance due to their success in placing homeless families in safe, permanent housing and to initiate training to become self-sufficient.

Total	Low Income	Moderate Income	Black	White	Hispanic	Other Bi-racial	FHH
6	6		3	2		1	6

Carl Chavis Memorial YMCA [www.hpymca.org/carl-chavis-ymca](http://www.hpymca.org/carl-chavis-ymca)



<b>Budget:</b>	\$5,000
<b>Expended:</b>	\$5,000
<b>Activity:</b>	CDBG Public Service Subrecipient
<b>Source:</b>	CDBG
<b>National Objective:</b>	LMI persons
<b>Eligibility Citation:</b>	570.201(e); 570.208(1)(1) & (a)(2)
<b>Goal:</b>	Provide SAT & career prep for 25
<b>Objective:</b>	Create economic opportunities
<b>Outcome:</b>	Availability/Accessibility
<b>Public Service Access:</b>	Improved
<b>Performance Measures:</b>	23 participants

Carl Chavis YMCA is an organization serving low to moderate-income youths and families. It is the mission of the YMCA to provide programs and activities that foster success for youth, healthy living and social responsibility. The project, Minority Achievers focused on providing both resources and information to 25 students that would broaden their perspective beyond a High School education, empower them to achieve higher scores on the SAT test, and learn more about specific business industries and opportunities which would help them make positive decisions about their future. CDBG funds were used for SAT registration costs, tutoring services and materials connected with SAT preparation course, transportation and associated expenses to tour colleges, as well as food, materials and supplies to host a banquet for program graduates.

**Accomplishments:** 23 students participated in the program and were provided tutoring to prep for the SAT course by Wyzant Tutoring. They were mentored by the Guilford County Schools Parent Academy in a series of character development workshop and job shadowing opportunities where they learned about many careers as well as requisite training and education necessary to be successful in breaking into various fields. Students also toured a diverse set of colleges to provide them exposure to many types of programs and training which may help them pursue various career endeavors. Program graduates were honored at a banquet which recognized their hard work and career aspirations.

**Area Benefits:** Census Tract served: 145.02

**Evaluation:** The YMCA met 92% of its goal by graduating 23 students. They were very successful in providing students with tutoring and mentoring to help them achieve higher SAT scores, thereby positioning many to be more competitive in the college applications process. Intensive mentoring were afforded students great exposure to many diverse career fields and colleges which will prove invaluable to them as they map out plans for their future.

Total	Low Income	Moderate Income	Black	White	Hispanic	Other Bi-racial	FHH
23	16	10	22		1	0	19

## Family Promise of Greater Guilford County

[www.familypromiseguilford.org](http://www.familypromiseguilford.org)

It is the goal of Family Promise of Greater Guilford County to be a vital component in the effort to eliminate the homeless of families with children and to engage the entire community in a commitment of time, talent, financial and capital resources to establish an environment of opportunity for every family to live independently in a safe home, have meaningful work, and a brighter and dignified future for their children. As one of only two providers of shelter for homeless parents and their children, Family Promise endeavors to address the unique needs of homeless family units by providing a setting which enables the

entire family to stay together in one place, thereby eliminating the stress and inherent problems associated with breaking up family members. Strong strategic collaborations with a network of social service providers, faith-based and community organizations has empowered Family Promise to deliver a comprehensive system of service delivery to support homeless families and position them for a successful transition to permanent housing.

The project, Emergency Shelter, Food Day Center, Counseling for High Point Homeless Children and Families Program focused on helping to stabilizing families by delivering shelter services, food and case management to five homeless families (comprised of a total of 15 people). CDBG funds were used for providing a dedicated case manager to the program as well as rental of space to deliver shelter services.

**Accomplishments:** The provision of shelter and food met the basic needs of these families by enabling parents to seek social services and employment or maintain employment, while their children were able to complete their school year and not risk losing academic proficiencies. Case management delivered by the program helped families to develop tangible action steps to help them overcome barriers to obtaining and maintaining permanent housing and achieve self-sufficiency.

**Area Benefits:** Census Tract served: 144.07

**Evaluation:** A total of 5 homeless families were provided with shelter, food and case management to stabilize themselves and their families.

**Budget:** \$4,000  
**Expended:** \$3,100  
**Activity:** CDBG Public Service Subrecipient  
**Source:** CDBG  
**National Objective:** LMI persons  
**Eligibility Citation:** 570.201(e); 570.208(1)(1) & (a)(2)  
**Goal:** Provide emergency services to 50 families  
**Objective:** Create suitable living environment  
**Outcome:** Availability/Accessibility  
**Public Service Access:** Improved  
**Performance Measures:** Provided services to 15 families

Total	Low Income	Moderate Income	Black	White	Hispanic	Other Bi-racial	FHH
15	15	0	15			0	15

## Communities in Schools of High Point, Inc.



<http://highpoint.communitiesinschools.org>

It is the mission of Communities in Schools of High Point, Inc. to connect students and their families to a network of critical resources within the community to support and empower them to stay in school and be high achievers in life. The organization has developed strategic partnerships with the private sector, human service organizations and faith-based partners in collaborative activities to identify and meet the needs of 'at-risk' youth. CDBG funds were used for the development and printing of promotional materials, healthy snacks, giveaways and incentives as well as project completion certificates. The project, **Healthy Fit Challenge Workshops** is intended to provide health and nutrition activities and information to 200 low-income, minority youth to help them make choices to eat more nutritious foods and regularly exercise so that they can reduce risk factors leading to chronic health conditions such as obesity, heart disease and diabetes. The program hopes that youth will continue to eat properly and share this information with their families at home.

**Accomplishments:** the program was greatly successful in reaching and exceeding its goal to provide fitness and nutrition workshops with 200 low-income, minority children at Montlieu, Allen Jay, Union Hill Elementary Schools and Ferndale Middle Schools. Participants learned the importance of movement and wise nutritional choices and how lack of either affects their ability to perform mentally, physically, academically and emotionally. Students have undertaken the Healthy Fit Challenge and will track their diet as well as physical activity over the summer of 2014 and report their progress when they return to their schools in the fall.

**Area Benefits:** Census Tract served: 145.02, 145.03, 136.01 and 144.05

### Evaluation:

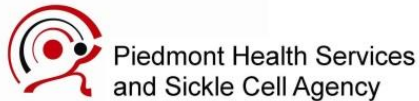
The program achieved 100% of its goal, actually exceeding it by serving an additional 262 youth in the project. Youth learned healthy exercise and nutritional information which they have shared with their families, in turn raising health awareness in a significant number of homes

Total	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
462	452	10	247	54	92	Asian 46; Multi-racial 23	453

**Budget:** \$3,700  
**Expended:** \$3,693  
**Activity:** CDBG Public Service Subrecipient  
**Source:** CDBG  
**National Objective:** LMI persons  
**Eligibility Citation:** 570.201(e); 570.208(1)(1) & (a)(2)  
**Goal:** Provide information/activities to  
Reduce health risks  
**Objective:** Create suitable living environment  
**Outcome:** Availability/Accessibility  
**Public Service Access:** Improved  
**Performance Measures:** Provided services to 200 families



**Piedmont Health Services and Sickle Cell Agency**  
[www.piedmonthhealthservices.org](http://www.piedmonthhealthservices.org)



<b>Budget:</b>	\$3,100
<b>Expended:</b>	\$3,100
<b>Activity:</b>	CDBG Public Service Subrecipient
<b>Source:</b>	CDBG
<b>National Objective:</b>	LMI persons
<b>Eligibility Citation:</b>	570.201(e); 570.208(1)(1) & (a)(2)
<b>Goal:</b>	Provide education & screening for 100 individuals
<b>Objective:</b>	Create suitable living environment
<b>Outcome:</b>	Availability/Accessibility
<b>Public Service Access:</b>	Improved
<b>Performance Measures:</b>	Provided services to 100 families

The Piedmont Health Services and Sickle Cell Agency (PHSSCA) mission is to provide outreach, education, screening and case management for people with high-risk health problems. The project, Community & Family Health Day, targeted 100 low-income individuals in City of High Point Core City Neighborhoods, and was designed to provide health education and free screenings for diabetes, sickle cell, cholesterol, blood pressures, HIV, breast and prostate cancer, heart disease, bone density, depression, dental health, eye health, nutrition and spinal alignment. CDBG funds were used for educational materials, medical supplies, screening fees and informational gift bags.

**Accomplishments:** The provided health education sessions to 112 low to moderate-income individuals to assist them in accessing critical information on health education, screenings and resources to help reduce risk factors prevalent in low-income communities. Engaged the participation of more than 50 vendor and health providers to support the event and expand the network of support to targeted individuals. Low-income individuals were able to sign up for a free cell phone, filled out substance abuse risk questionnaires, had health assessments & chiropractic exams as well as received information on nutrition and obesity services, breast and cervical cancer, senior health insurance, lead safety in older homes, and parenting. Additionally, participants were assisted in creating resumes and accessed an Employer Job Bank.

**Area Benefits:** Area-wide --- In projects where there is an area-wide benefit, no income verification is required.

**Census Tract:** 143.00

**Evaluation:** The Family and Community Health Day project successfully exceeded its goal in educating over 100 individuals on how to prevent illness.



## **E. Neighborhood Associations**

### **Highland Mills Neighborhood Association**

The Highland Mills Neighborhood Association meets regularly at the Highland Mills United Methodist Church to share a meal, discuss public policy and the concerns of residents. The Association works closely with the City of High Point Community Policing office to report disturbances and criminal activity and monthly reports by that office indicate that this partnership has resulted in a great reduction in the level of break-ins, robberies, drug activity and noise violations. The Association also conducted a National Night Out event to increase awareness of the partnership between the Police Department and the neighborhood.

Priorities of the Association over the coming year include:

- Actively recruiting neighbors to help with planned activities, but also those who may be interested in assuming leadership roles as officers of the organization;
- Planning regular clean up and beautification events to continue keeping the area in great condition;
- Actively engaging in regular communication with the Police Department to report criminal activity within the neighborhood to keep the streets safe for individuals and families.



### **Oakview Citizen's Council**

Over the last year, the Oakview Citizen's Council was successful in securing a Capacity-Building grant from the Haydon-Harmon Foundation with which they conducted an exciting National Night Out Event. The overall objectives of the event were help neighborhood residents gain an awareness that there was an organized group upon which they could depend to voice their concerns and be vigilant in watching out for and reporting any criminal activity which threatened the well-being of individuals and families.

The event featured representatives from the Police Department, Fire Department and City Council interacting with participants to:

- Answer questions related to public safety and home security and distribute relevant brochures and resource materials
- Conduct a demonstration of the K-9 unit to demonstrate deterrence of criminal activity
- Discuss fire safety
- Conduct tours and demonstration of fire safety equipment
- Discuss initiatives and plans related to affordable housing development, commercial development and job creation

Youth participants were also engaged in an Art Contest focused on illustrating public safety. Participants also enjoyed face painting and climbing on a City Fire Engine. Through National Night Out, the Oakview Citizens Council strived to increase resident awareness and involvement in supporting the Resident Association as well as events planned to build community. The Neighborhood Association desired to attract at least 10% of Oakview's resident body of 200 people to the event. A total of 170 people attended, helping the Association to realize this goal by 90%. Additionally, the Association now regularly sends email communications to nearly 100 households regarding relevant neighborhood matters related to meetings, planned activities and criminal activity, etc. Despite its efforts to rally more support from residents, the Association would like to see an increase in attendance at monthly meetings.



One key objective of the event was to heighten neighborhood awareness of crime and drug prevention among residents. During the event, City Police Officers circulated amongst and interacted with residents to build rapport and breakdown barriers which inhibit effective communication. One Officer even grilled up and distributed hot dogs to adults and children alike. A demonstration by the Department's K-9 unit was very effective in building a bridge between the children and the Police Officers, but likewise served to inform prospective perpetrators of criminal activity that the City has many effective methodologies to quickly address crime.

As a result of this event, Oakview endeavored to serve as a liaison with the City of High Point Police Department and City Council to report and discuss suspicious or observed criminal activity, thereby effectuating significant deterrence. An assigned Community Policing Officer attends each Association meeting to convey crime statistics for the neighborhood (call-ins, incidents, police response) and to discuss concerns expressed by the residents. The Association has noted that one City Councilman regularly attends its meetings and one or two prospective At-Large Council members have begun to participate. The Association is happy to note that its Neighborhood Watch efforts and participation in the City's Call-In initiative have netted a decrease in break-ins and assaults, as noted by the crime statistics reported by the High Point Police Department at monthly meetings over the last year. The Association continues to encourage residents to report crime, though is cognizant of the fact that many residents are still reluctant to report activity for fear of retaliation.

The Association has learned to effectively engage City Council members by inviting them to attend meetings and hear first-hand from constituents regarding public policy and matters related to crime and drug prevention. The Association has also actively engaged in keeping property owners accountable for regular upkeep and maintenance of their properties to ensure that all lots/ properties are clean and safe for residents and presents good curb-appeal for the neighborhood. Food baskets were prepared food baskets and were given to five 5 families in need. Additionally, the Neighborhood Association has continued to develop its Community Garden and encouraged residents to supplement their diets with fresh produce. The Association has identified the following priorities over the coming year:

- Being vigilant and reporting criminal activity to the High Point Police Department, as well as promoting 'Knock and Talk' opportunities between Community Policing Officers and neighborhood residents to speak informally about concerns and suspicious activity
- Selling open plots within its Community Garden to raise money for Association activities, but also to provide fresh produce for those in need
- Engaging in a composting project to support the City's recycling efforts
- Recruiting neighbors to attend Association meetings and lend a hand at conducting activities



### Five Points Community Pride Association



The Five Points Community Pride Association has been busy garnering the assistance of area businesses to offer both financial and in-kind support of Association activities, as well as listen to the voice of residents concerning products and services they'd like to locally access. The Association in partnership with the City of High Point Police Department and the Target Corporation, conducted a National Night Out event to raise the visibility of the organization, as well as community awareness of drug prevention and crime reduction within the neighborhood. National Night Out has also served as an opportunity for the Association to educate neighbors on community resources available to individuals and families in need. Many members of the Association helped serve several hundred homeless individuals with a hot, hearty meal during the Annual

Homeless Memorial Dinner. The Association has identified the following priorities over the coming year:

- Organize a Neighborhood Watch component;
- Recruit neighbors' participation and any interested in assuming leadership
- Organize Street Captains to disseminate information within the neighborhood.





### **West End Neighborhood Association**

The West End Neighborhood Association worked closely with the Police Department, the Fire Department and Target Corporation to conduct a National Night Out Event to raise community awareness of drug and crime interventions which will keep households and the neighborhood safer residents. Crime statistics of the area indicate a reduction in drug trafficking due to continued implementation of the Police Department's Violent Crime strategy and open partnership and communication with the Association regarding suspicious activity. Association members continue to volunteer in the construction and running of the Community Christmas Float during the Annual Holiday Parade, lend a hand at the Homeless Memorial Dinner and support capacity building of neighborhoods during Community Development Week. The Association also assisted West End Ministries in the West End Community Playground Improvement project, an activity designed to ensure that the neighborhood has a safe environment in which the children of the community can play, release energy and have fun after a busy day at school or other obligations. 107 youth from the neighborhood were engaged in helping to resurface the playground as well as replace and update unsafe play equipment.



The Association has been challenged with maintaining consistent leadership for the organization to help it keep focused and on track for realizing its objectives.

The Association has identified the following priorities for the coming year:

- Producing and distributing a quarterly neighborhood newsletter
- Seeking job opportunities and resources to reduce the high level of unemployment of its residents
- Identifying resources to improve the overall quality of life for youth
- Working closely with Community Policing to identify pockets of criminal activity in the neighborhood
- Recruiting neighbors to join the Association

### **Cedrow Neighborhood Association**

The Cedrow Resident's Association has been actively engaged in a number of projects over the reporting period. They participated in the American Red Cross Blood Drive, has assisted Urban Ministries collecting canned goods during its food drive for the homeless, and served food at the agency's Memorial Dinner for the Homeless. Association members volunteer for the Youth Basketball Program at Oak Hill Elementary School, the Trunk and Treat as well as the Easter Egg Hunt sponsored by the City of High Point Department of Parks and Recreation Department in its support of positive activities for youth. The Association has also volunteered for the Washington Street Business Association Unity Festival and lending a hand at activities conducted by the Department of Community Development and Housing during its Community Development Week .



Cedrow neighborhood watch efforts have helped the Police Department significantly reduce criminal activity in their community, especially in the areas of larceny, assault and breaking & entering, and as a result received its 3<sup>rd</sup> consecutive National All-Star Award from the National Association of Town Watches for its National Night Out activities. Cedrow Association's priorities for the coming year are:

- Identifying resources to provide youth development activities for neighborhood youth
- Producing a monthly newsletter for the community to disseminate information on resources for youth and families as well as activities of the Association
- Continuing to work closely with HPPD to identify pockets of criminal activity in the neighborhood
- Recruiting neighbors to join the Association



**Macedonia Neighborhood Association** reorganized this past year and collaborated with a local church, Wesley Memorial. The association focused on getting the community more involved. The association increased its membership significantly and initiated many new programs this year. The Macedonia Family Resource Center, which works with the Association, offers programs for residents such as:

- Participated in two clean-up/community-wide beautification events
- Held a community day and coat drive
- Free computer and GED classes
- VITA tax preparation program for low to moderate income individuals and families
- Technology Access Point (TAP) which provides access to the main library database to order books & have them delivered to the Center
- Activities and programs for youth
- English as a Second Language classes
- A Community Garden



Macedonia Neighborhood Association continues to work to get the community more involved and to address neighborhood concerns.



### **Burns Hill Neighborhood Association**

The Burns Hill Neighborhood Association had a very successful, continuing to inspire unity and affect positive change in their neighborhood. The Association sponsored two neighborhood clean-up and beautification events in 2013. Association members and neighborhood residents joined together to remove trash and debris from area ditches and vacant lots. In addition, members volunteered with the "Adopt-A-Street" program to clean-up three different locations in the neighborhood. A new vice-president was elected this past year and the association continued to look for ways to improve internally and to develop new strategies to address the issues of their fellow community members. The Association spearheaded an initiative to address vacant, boarded-up, drug, and liquor houses in their area, writing letters to landlords and property owners requesting that they take action to better the community.

The Association organized and hosted the Veterans Day Service in November 2013. Additional activities included:

- Hosted a National Night Out event aimed at unifying the community against crime and also provided youths with school supplies
- Held two neighborhood clean-ups to beautify the community
- Volunteered at the National Homeless Person's Memorial Day and provided gift bags
- Sponsored a dinner for the Midnight Basketball youth program
- Assisted in building the Community Christmas float
- Organized the Veteran's Day Ceremony
- Participated in the National Community Development week activities
- Organized the Annual Commitment to Community Awards ceremony, acknowledging faithful members residents, Unsung Hero's Award, President's Awards, and Good Neighbor Award.

### **Pershing Street Neighborhood Watch**

Pershing Street Neighborhood Watch continues to meet on a monthly basis to discuss the elimination of crime areas and condemned-boarded houses. This past year they elected new leadership. It was a significant transition as the past president had served for over 20 years. The group started the process of revamping their vision, mission, goals, and bylaws. Watch members organized and hosted National Night Out activities aimed at encouraging the community to take a stand against crime. The residents of the Watch keep each other informed of deteriorating properties, vacant over grown lots and increased crimes in the area. The Watch worked to increase their membership and engage the community. The Pershing Street Neighborhood Watch meetings are held every third Tuesday of the month at 6:00 p.m. Activities for the year included:

- Neighborhood residents & Community Police celebrated National Night Out activities with a Pot Luck Dinner
- Participated in the National Homeless Persons Memorial Day
- Participated in the National Community Development Week activities
- Helped build the Community Christmas Float

### **Southside Neighborhood Association**

Southside Neighborhood Association celebrated National Night Out activities with members and neighborhood residents at the Southside Recreation Center. A menu of hotdogs, hamburgers, chips and water was served to all. The Splash Pad at the Recreation Center was also available for water fun. Association Members met monthly in the fall and spring of the year with the N.C Cooperative Extension Agency to prepare their neighborhood gardens for seasonal crops. The Association also works closely with the Fairview Family Resource Center concerning youth activities in their neighborhood. A National Family Night was planned with the Southside Association, Fairview Elementary School, Fairview Family Resource Center and residents of Southside. A dinner was served at the event, activities planned and door prizes given to those in attendance. Southside Neighborhood meetings are held the first Thursday of the month, 6:30 p.m. at the Southside Recreation Center. Listed are Activities for the year:





- National Night Out activities that included a Neighborhood Cook-Out with area residents
- National Family Week Celebration with over 300 residents in attendance, sponsored by Family Service of the Piedmont
- Southside Neighborhood Garden Clean Up
- Organized an End of the Summer Community Garden Awards event
- Participated in the National Homeless Memorial Day event
- Provided a Christmas Dinner for members
- Participated in the National Community Development Week activities
- Boys Night Out fun activities sponsored by High Point University
- Girls Overnight fun activities held at the Southside Recreation Center & sponsored by Family Service of the Piedmont



### **Washington Street Neighborhood Association**

Washington Street Neighborhood Association was very active during the past year. The Association knocked on doors in the Washington Street neighborhood and invited residents to attend their meeting and become active members. Washington Street Association also participated in the Washington Street Unity Festival that local business, restaurants, churches and the Washington St Business Association collaborated on. The event included various vendors, food, and entertainment to include a military honor guard presentation. The Association continued to work to partner with more community agencies to address the neighborhood needs including expanding their boundaries to include a nearby public housing complex. With the help of the Hayden-Harman Foundation, Washington Street welcomed a new neighborhood park and a small farmer's market selling fresh produce weekly. The Association rallied to support the preservation of a historic building in the neighborhood and continues to promote the revitalization of Washington St. Washington Street meets every fourth Tuesday of each month at the nearby public housing complex and at the Community & Neighborhood Development Center, at 6:00 p.m. Additional activities included:



- A "Unity Festival" on Washington Street with food, drinks, jewelry, music & fun
- Washington Street Neighborhood "Door Knocking" inviting area residents to become members
- Participated in National Night Out events
- Association members participated in the National Homeless Memorial Day Event and provided gift bags
- National Community Development Week activities

## F. Continuum of Care Permanent Supportive Housing Program (formerly Shelter Plus Care)



The Continuum of Care (CoC) permanent supportive housing program provides permanent housing assistance to homeless people with disabilities. HUD funds this program to assist a population that has been difficult to reach: homeless people with severe mental illness, chronic substance abuse, dual diagnoses (co-occurring mental illness and substance abuse) and/or HIV/AIDS. The program builds on the premise that housing and services need to be linked to ensure stability of housing for this hard-to-serve population. The City of High Point, grantee, has collaborated with Open Door Ministries, the coordinator of supportive services. The CoC permanent supportive housing program is a tenant-based rental assistance project.

**Total Allocation:** \$7,352  
**Total Expended:** \$63,560  
**Activity:** Permanent Supportive Housing  
**Source:** Continuum of Care (CoC) Program  
**National Objective:** Low-Mod income clientele  
**Eligibility Citation:** 24 CFR 570.201(p), 208(a)(2) and 582  
**Goal:** Provide permanent shelter and supportive services for chronically homeless persons  
**Outcome:** Sustainability  
**Public Service Access:** Improved  
**Performance Measure:** Number served: 14

**Accomplishments:** Due to an increase in the number of clients receiving income, we were able to help one more client than was proposed in the program application. We are currently housing 11 clients and in the process of adding 2 additional clients on funding originally intended for 11 clients due to grant savings. Out of the 14 clients served by the program this past year, 12 clients were able

to obtain or maintain their Social Security Disability income along with various other benefits. CD&H re-inspected each of the residences and addressed any found discrepancies. Pro-rated rent for clients receiving disability income from Social Security were re-evaluated according to HUD regulations. Open Door Ministries provided supportive services and day-to-day case management of individuals in the program. In an effort to make the intake and recordkeeping process more efficient, the City continues to collaborate with Open Door Ministries to update and improve the intake application and required supporting documentation. The City also began working with Carters Circle of Care, a mental health organization, to provide additional opportunities for supportive services for our clients. We are in the process of graduating 2 clients from the program. These clients have done so well in the program that they are ready to transition off the program. One of the clients will be moving into a tax credit property, Admiral Pointe, which was a project completed by the City of High Point and private developer Wynnefield Properties.

**Area Benefit:** Census block groups: 136.021003, 139.001004, and 139.002007

**Evaluation:** The Shelter Plus Care program helped 14 people identified as chronically homeless and disabled; all received supportive services and are closely monitored. Supportive services provided by Open Door Ministries and Carters Circle of Care have met matching requirements. We are in the process of training the High Point Housing Authority to take over the Shelter Plus Care grant.

Total clients	Low Income	Moderate Income	Black	White	Hispanic	Other	FHH
14	14	0	7	4	0	Native American (2) African British (1)	0



**G. Volunteer Income Tax Assistance (VITA)--\$4,000 Allocation;\$3,555 Expended** VITA offered free tax preparation to LMI individuals for the 8<sup>th</sup> year. Centers were open six days a week, with VITA volunteers preparing 457 basic and intermediate level tax returns for persons with disabilities, limited income, non-English speaking and elderly taxpayers, slightly less than last year due to inclement weather. Those with an average adjusted gross income of \$14,157 were assisted in receiving the Earned Income Tax Credit, Child Tax Credit, American Education Opportunity Credit, and other available tax credits. Total Federal refunds issued to taxpayers in High Point equaled \$589,519. Three VITA sites were opened: Macedonia Family Resource Center, West End Ministries, and the CNDD office on 4<sup>th</sup> Street. 20 tax preparers volunteered their time. Volunteers were recruited through Guilford Technical Community College, NC A&T University, and High Point University. Other partners included United Way of Greater High Point, Macedonia Family Resource Center, West End Ministries, and the High Point Housing Authority who greatly aided in the success of the program. Volunteers and partners were recognized at an awards luncheon and were presented certificates from the Internal Revenue Service at a City Council Meeting.

Year	Total Returns	Federal Refunds	EITC	Avg. Adjusted Gross Income	Child Tax Credit
1	151	\$130,811	\$53,153	\$13,496	\$16,037
2	378	\$259,165	\$125,463	\$12,135	\$35,074
3	320	\$330,565	\$141,582	\$12,567	\$38,873
4	341	\$457,804	\$183,006	\$14,329	\$60,939
5	417	\$546,725	\$236,249	\$14,740	\$83,840
6	325	\$425,126	\$186,284	\$14,226	\$71,770
7	522	\$659,069	\$297,529	\$16,025	\$108,194
8	457	\$589,519	\$264,982	\$15,738	\$90,062
<b>TOTAL</b>	<b>2911</b>	<b>\$3,398,784</b>	<b>\$1,488,248</b>	<b>\$14,157</b>	<b>\$504,789</b>

**H. Open Door Ministry Program --\$42,552--** The City acted as a subrecipient for Open Door Ministries' Permanent Supportive Housing project awarded by (HUD). This project provided permanent supportive housing to chronically homeless individuals. Due to changes in federal regulations, HUD now requires a State, Unit of Local Government, or a Public Housing Agency to administer grants. Funds assisted nine clients.

**I. Harmony House--\$344,000 Allocation; \$81,689 Expended** This program, awarded to Family Service of the Piedmont in partnership with the City of High Point, provides a safe, neutral and family-friendly means of supervised visitation and safe exchange service for victims of domestic violence, child abuse, sexual assault, teen dating violence, and stalking. The program will serve families in Guilford County and surrounding counties as appropriate. The US Department of Justice Office on Violence Against Women will play a substantial role in shaping and monitoring the program. The City will work collaboratively in planning implementation phases along with Harmony House, Family Service of the Piedmont and the 18<sup>th</sup> Judicial District Court. The City serves as the pass-through for funds, with CNDD overseeing day-to-day grant management/fiscal responsibilities for the City.